

City of Ramsey
Agenda
City Council Special Work Session
Tuesday, March 19, 2024
6:30 pm or Immediately Following Public Works Committee
Lake Itasca Room, 7550 Sunwood Drive NW

Remote Attendance available at www.cityoframsey.com/meetings.
Those joining remotely and requesting to speak are asked to use a webcam when speaking.

1. **Call to Order**

2. **Topics for Discussion**
 1. Review 2024 Citizen Survey Questions

 2. City Board and Commission Interviews

 3. Strategic Planning Session

3. **Adjournment**

CC Special Work Session

Meeting Date: 03/19/2024

Primary Strategic Plan Initiative: Enhance City’s communication through transparency and accountability.

Title:

Review 2024 Citizen Survey Questions

Purpose/Background:

The City has contracted with Polco to conduct a citizen survey in 2024. Previous surveys were completed in 2014, 2016, 2018 and 2020. The completed report is estimated to be delivered to the city on June 11, 2024, with a review of the results by the City Council at the June 25, 2024 Work Session. To track trends over time, it is recommended questions within the survey do not change over time. However, the City may adjust questions as desired and did so in 2020 to some of the questions asked. The survey also included custom questions in the past. These can be more pointed questions to a current issue or consideration to gather community feedback. The custom questions from the 2020 survey were questions 13, 14 and 15 for reference.

To maintain the scheduled timeframe, the City Council is asked to review the questions and determine what custom questions are desired to be asked. Staff will then forward the information to Polco and continue working with them to administer the survey. Throughout the data collection period, a random sample of properties will receive a mailed invite to complete the survey. Furthermore, a generic online link will be shared with the public to complete the survey.

Attached for reference and further discussion is the 2020 Survey Results, the 2020 survey questions and a draft 2024 survey question sheet to review and modify.

Timeframe:

Funding Source:

The Citizen Survey has been budgeted for between the 2023 and 2024 General Fund Budget.

Responsible Party(ies):

Brian Hagen, City Administrator
Pat Johnson, Communications Coordinator

Outcome:

Finalize 2024 Citizen Survey questions.

Attachments

- DRAFT 2024 Questions
- 2020 Questions
- 2024 Survey Timeline
- 2020 Survey Results

Form Review

Inbox	Reviewed By	Date
Brian Hagen	Brian Hagen	03/13/2024 04:14 PM

Form Started By: Brian Hagen
Final Approval Date: 03/13/2024

Started On: 03/05/2024 08:54 AM

The City of Ramsey 2024 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Ramsey.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Ramsey as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Ramsey as a place to raise children	1	2	3	4	5
Ramsey as a place to work.....	1	2	3	4	5
Ramsey as a place to visit.....	1	2	3	4	5
Ramsey as a place to retire	1	2	3	4	5
The overall quality of life in Ramsey	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Ramsey.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4	5
Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Ramsey	1	2	3	4	5
Overall quality of natural environment in Ramsey.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Ramsey	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Ramsey to someone who asks.....	1	2	3	4	5
Remain in Ramsey for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Ramsey's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Ramsey community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Ramsey community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Ramsey.....	1	2	3	4	5
Variety of business and service establishments in Ramsey	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Ramsey	1	2	3	4	5
Overall image or reputation of Ramsey.....	1	2	3	4	5

7. Please also rate each of the following in the Ramsey community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Ramsey	1	2	3	4	5
Ease of travel by public transportation in Ramsey	1	2	3	4	5
Ease of travel by bicycle in Ramsey	1	2	3	4	5
Ease of walking in Ramsey.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Ramsey	1	2	3	4	5
Overall appearance of Ramsey.....	1	2	3	4	5
Cleanliness of Ramsey.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Ramsey	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Ramsey (in-person, phone, email, or web) for help or information.....	1	2
Contacted Ramsey elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Ramsey	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving.....	1	2

The City of Ramsey 2024 Community Survey

9. Please rate the quality of each of the following services in Ramsey.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Ramsey open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Ramsey employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Ramsey government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Ramsey.....	1	2	3	4	5
The overall direction that Ramsey is taking.....	1	2	3	4	5
The job Ramsey government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Ramsey government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Ramsey.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Ramsey.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4
Overall design or layout of Ramsey’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas, broadband)	1	2	3	4
Overall feeling of safety in Ramsey	1	2	3	4
Overall quality of natural environment in Ramsey	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Ramsey	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents’ connection and engagement with their community	1	2	3	4

The City of Ramsey 2024 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:	Several <u>times a day</u>	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often <u>or never</u>	Don't <u>know</u>
Access the internet from your home using a computer, laptop, or tablet computer.....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Ramsey?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- Single-family detached home
 Townhouse or duplex (may share walls but no units above or below you)
 Condominium or apartment (have units above or below you)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$300 \$2,500 to \$3,999
 \$300 to \$599 \$4,000 to \$6,999
 \$600 to \$999 \$7,000 to \$9,999
 \$1,000 to \$1,499 \$10,000 or more
 \$1,500 to \$2,499

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 to \$199,999
 \$50,000 to \$74,999 \$200,000 to \$299,999
 \$75,000 to \$99,999 \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

- No Yes

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 A race not listed

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Woman
 Man
 Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

- Agender/I don't identify with any gender
 Genderqueer/gender fluid
 Non-binary
 Transgender man
 Transgender woman
 Two-spirit
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:

The City of Ramsey 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Ramsey.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Ramsey as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Ramsey as a place to raise children	1	2	3	4	5
Ramsey as a place to work.....	1	2	3	4	5
Ramsey as a place to visit.....	1	2	3	4	5
Ramsey as a place to retire	1	2	3	4	5
The overall quality of life in Ramsey	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Ramsey.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4	5
Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Ramsey	1	2	3	4	5
Overall quality of natural environment in Ramsey.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Ramsey	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Ramsey to someone who asks.....	1	2	3	4	5
Remain in Ramsey for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Ramsey's downtown/commercial area during the day.....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Ramsey community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Ramsey.....	1	2	3	4	5
Variety of business and service establishments in Ramsey	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Ramsey	1	2	3	4	5
Overall image or reputation of Ramsey.....	1	2	3	4	5

7. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Ramsey	1	2	3	4	5
Ease of travel by public transportation in Ramsey	1	2	3	4	5
Ease of travel by bicycle in Ramsey	1	2	3	4	5
Ease of walking in Ramsey.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Ramsey	1	2	3	4	5
Overall appearance of Ramsey.....	1	2	3	4	5
Cleanliness of Ramsey.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Ramsey	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Ramsey (in-person, phone, email or web) for help or information	1	2
Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Ramsey	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Ramsey 2020 Community Survey

9. Please rate the quality of each of the following services in Ramsey.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts).....	1	2	3	4	5
Ramsey open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Ramsey employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Ramsey government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Ramsey.....	1	2	3	4	5
The overall direction that Ramsey is taking.....	1	2	3	4	5
The job Ramsey government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Ramsey government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Ramsey.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Ramsey.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4
Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas).....	1	2	3	4
Overall feeling of safety in Ramsey.....	1	2	3	4
Overall quality of natural environment in Ramsey.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Ramsey.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

13. To what extent are each of the following a source of information for you about Ramsey city government and its activities?

	<u>Major source</u>	<u>Moderate source</u>	<u>Minor source</u>	<u>Not a source</u>
City newsletter (<i>Ramsey Resident</i>).....	1	2	3	4
Local newspaper.....	1	2	3	4
City website (www.cityoframsey.com).....	1	2	3	4
Word-of-mouth.....	1	2	3	4
Cable television (QCTV).....	1	2	3	4
City employees.....	1	2	3	4
Public meetings.....	1	2	3	4
City social media (e.g., Facebook, Twitter, Instagram).....	1	2	3	4
Video conference attendance of City meetings (e.g., Zoom, Microsoft Teams, etc.).....	1	2	3	4

14. Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in a tax increase:

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>
Making improvements to existing/established parks.....	1	2	3	4
Building new parks.....	1	2	3	4
Making improvements to existing trails.....	1	2	3	4
Building new trails.....	1	2	3	4
Building a new community center.....	1	2	3	4

15. Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Balancing rural character and urban growth (development patterns).....	1	2	3	4
Creating an active community (parks, trails, open space, recreation).....	1	2	3	4
Creating a connected community (roads, trails, sidewalks, rail, transportation).....	1	2	3	4
Creating financial stability for the City (stable tax rates).....	1	2	3	4
Providing quality public safety services (Police and Fire).....	1	2	3	4

The City of Ramsey 2020 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Ramsey?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

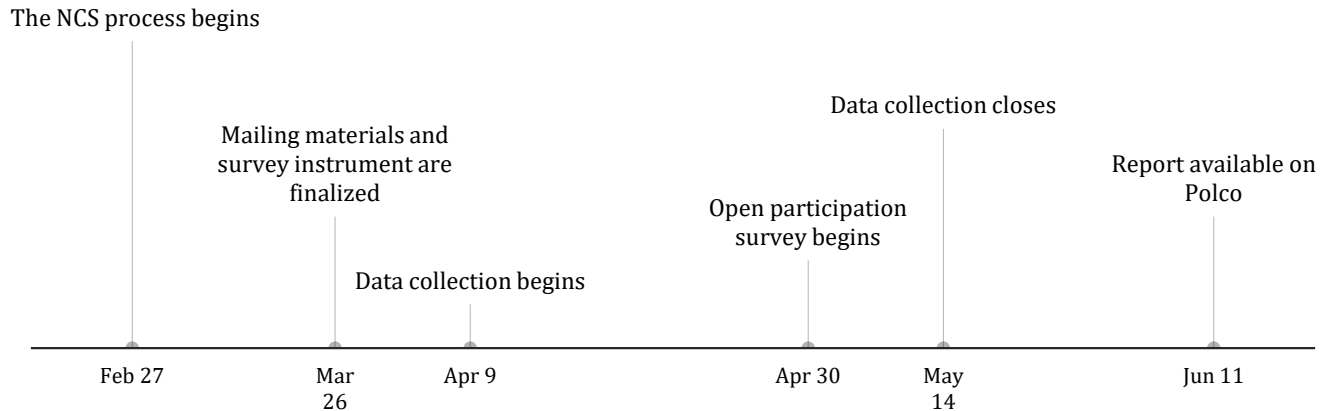
- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

Timeline for The National Community Survey™



Item	Date
Preparing for the Survey - Average of 6 Weeks	
Project Manager sends The NCS instrument for review	Feb 27
Send Project Manager drafts of custom questions to add to the survey	Mar 12
Mailing materials and survey instrument are finalized	Mar 26
Project Manager generates sample of representative households in your community	Mar 26
Polco prints materials, prepare mailings and sets up the survey online	Mar 26 to Apr 9
Survey Administration, Analysis, and Reporting - 11 Weeks	
Data collection is open for The NCS - track real-time responses on Polco!	Apr 9 to May 14
Postcard invitations to online survey sent	Apr 9
Packet with printed survey, cover letter, and postage-paid return envelope sent	Apr 16
Open participation survey begins (Project Manager will provide link)	Apr 30
Data collection closes for the random sample survey and open participation survey	May 14
Send Project Manager final count of returned postcards	May 14
Survey analysis and report writing	May 14 to Jun 11
Project Manager provides link to report on Polco	Jun 11
After the Survey	
After your community has completed The NCS, stay engaged with your community members by posting additional surveys and polls on Polco!	

Ramsey, MN

The National Community Survey

Report of Results
2020

Report by:



Visit us online!
www.polco.us

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Ramsey. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents' opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 459 residents of the City of Ramsey collected from November 24, 2020 to January 12, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 27%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Ramsey...

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Ramsey’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Ramsey residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Ramsey’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Ramsey’s average rating was more than 20 points different when compared to the benchmark.

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The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2020 ratings compare to other communities’ ratings from the past five years.

Trends over time

Trend data for Ramsey represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents’ opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than 7% percentage points between the 2018 and 2020 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the City of Ramsey were eligible to participate in the survey. A list of all households within the zip codes serving Ramsey was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Ramsey households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Ramsey boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the four City Wards or two City Precincts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 1,700 randomly selected households received mailings beginning on November 24, 2020 and the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 1% of the 1,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,675 households that received the invitations to participate, 459 completed the survey, providing an overall response rate of 27%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Ramsey survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (459 completed surveys).

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Ramsey. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

		Unweighted	Weighted	Target*
Age	18-34	9%	30%	31%
	35-54	32%	41%	40%
	55+	59%	29%	28%
Area	Ward 1/Precinct 1	18%	17%	17%
	Ward 1/Precinct 2	4%	5%	5%

	Ward 2/Precinct 1	8%	8%	8%
	Ward 2/Precinct 2	20%	16%	16%
	Ward 3/Precinct 1	21%	23%	23%
	Ward 3/Precinct 2	5%	8%	8%
	Ward 4/Precinct 1	11%	12%	12%
	Ward 4/Precinct 2	12%	11%	11%
Hispanic origin	Not Spanish, Hispanic or Latino	99%	99%	99%
	Spanish, Hispanic or Latino	1%	1%	1%
Housing tenure	Own	92%	87%	87%
	Rent	8%	13%	13%
Housing type	Attached	19%	18%	18%
	Detached	81%	82%	82%
Race & Hispanic origin	Not white alone	10%	7%	8%
	White alone, not Hispanic or Latino	90%	93%	92%
Sex	Female	53%	50%	49%
	Male	47%	50%	51%
Sex/age	Female 18-34	6%	16%	15%
	Female 35-54	17%	20%	20%
	Female 55+	30%	15%	14%
	Male 18-34	3%	15%	16%
	Male 35-54	16%	21%	21%
	Male 55+	28%	14%	14%

National Research Center aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups. When there is an insufficient number of respondents within a category for those subgroups to be able to make meaningful comparisons (generally, less than 50), that subgroup has been excluded from the analysis.

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Ramsey funded this research. Please contact Ramsey City Administrator Kurt Ulrich at kulrich@ci.ramsey.mn.us if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-validity>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Resident ratings of the livability of Ramsey remain positive and stable over time.

About 8 in 10 residents gave excellent or good ratings to Ramsey as a place to live and the overall quality of life in the city, while 9 in 10 were pleased with Ramsey as a place to raise children. Eight in 10 residents would recommend living in Ramsey to someone who asked and planned to remain in Ramsey for the next five years. At least 9 in 10 residents gave positive ratings to the overall image or reputation of Ramsey and the overall feeling of safety in the city. These ratings were similar to those given in other communities across the nation and in communities in Minnesota and Wisconsin with populations similar to Ramsey's.

The Economy is a resident priority and also a community feature.

Ramsey residents rated the facet of Economy as relatively higher than the median in importance and lower than the median in quality when compared to ratings for other facets of community livability, thus highlighting this as an area of focus for the City. Ratings for Economy in Ramsey tended to be similar to or lower than the national benchmarks. About 6 in 10 residents gave excellent or good ratings to the overall economic health of Ramsey, while about half gave favorable scores to Ramsey as a place to work, the overall quality of business and service establishments in the City, and cost of living. Only about 1 in 3 respondents gave positive marks to Ramsey as a place to visit, the variety of business and service establishments in Ramsey, vibrant downtown/commercial area, and employment opportunities. Finally, when asked about important priorities for the City to focus on in the next five years, 91% of respondents thought that creating financial stability for the City was essential or very important.

Government performance ratings remain positive and stable, even during the COVID-19 pandemic.

It is notable that residents' ratings for aspects of Ramsey government performance have largely remained stable since the previous survey iteration in 2018. Roughly half of residents gave excellent or good ratings to the job Ramsey government does at welcoming resident involvement, overall confidence in City government, generally acting in the best interest of the community, being honest, and being open and transparent to the public; these ratings were on par with those given elsewhere across the country. Two-thirds of residents gave favorable marks to public information services, while 8 in 10 were pleased with the overall customer service by Ramsey employees.

Parks and the Natural Environment are community features, with residents supporting improvements to these amenities.

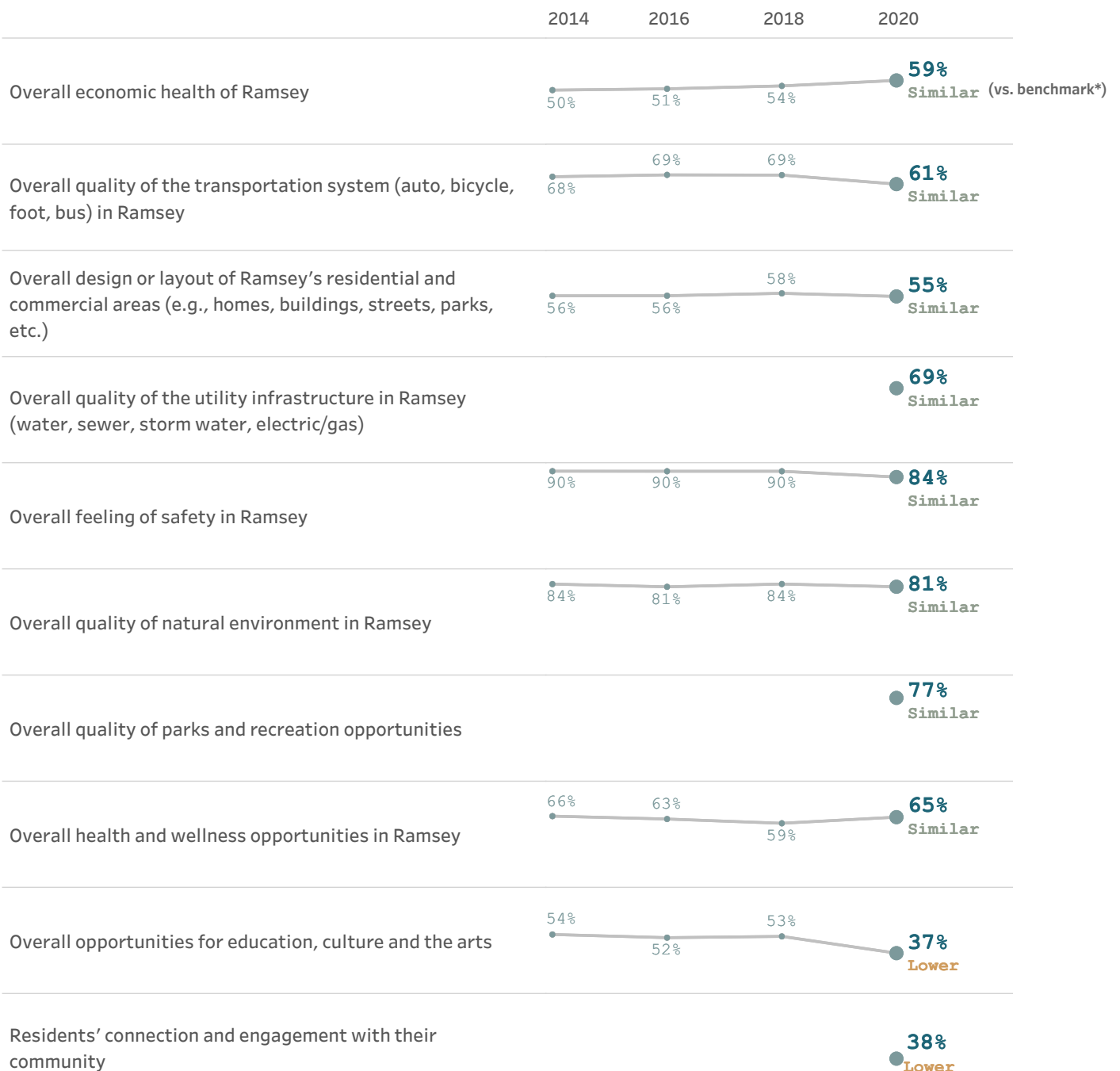
About 8 in 10 residents gave excellent or good ratings to the overall quality of the natural environment in Ramsey, the cleanliness of the city, overall quality of parks and recreation opportunities, City parks, and the availability of paths and walking trails (which was rated higher than the national benchmark). Nine in 10 respondents were pleased with air quality. When asked to rate their level of support for potential changes to new or existing amenities related to parks and recreation, 8 in 10 residents indicated support for making improvements to existing/established parks and existing trails; roughly 7 in 10 supported building new parks or new trails. Finally, when thinking about the importance of various priorities for the City to address, two-thirds thought it was essential or very important to create an active community around parks, trails, open space, and recreation. ...

Facets of livability

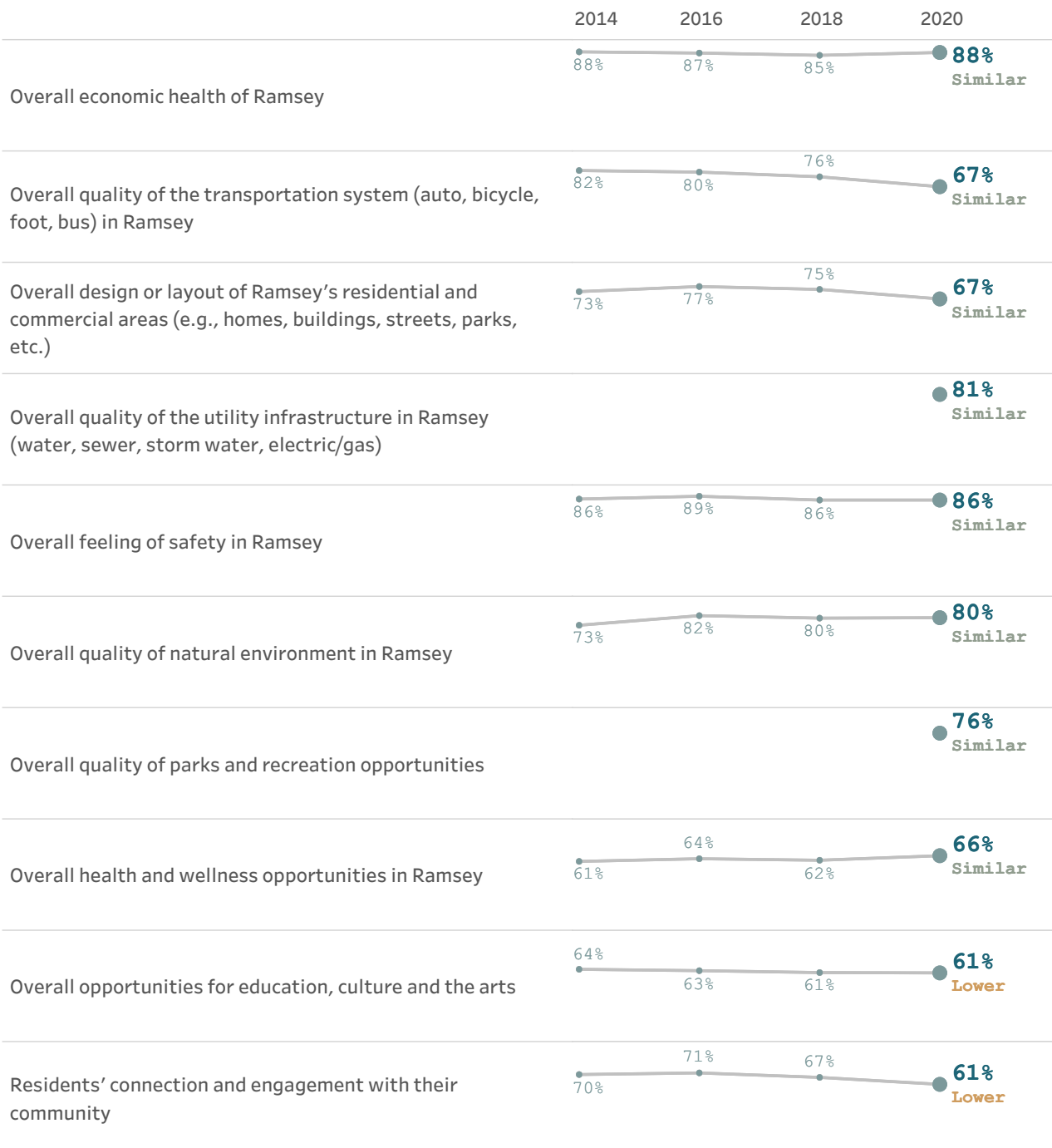
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.
 (% essential or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as

of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 65% or more of respondents were considered of “higher quality” and those with ratings lower than 65% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 76% or more of respondents. Services were rated as “less important” if they received a rating of less than 76%. This classification uses the median ratings for quality and importance to divide the services in half.

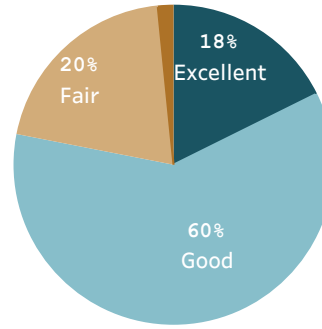
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



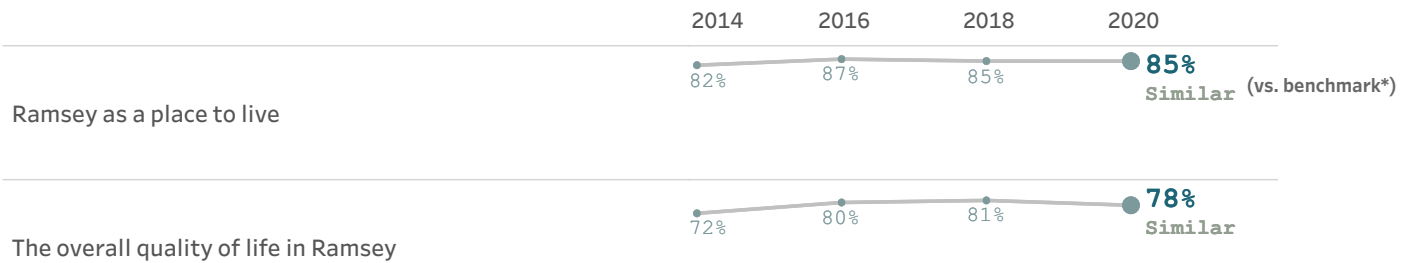
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

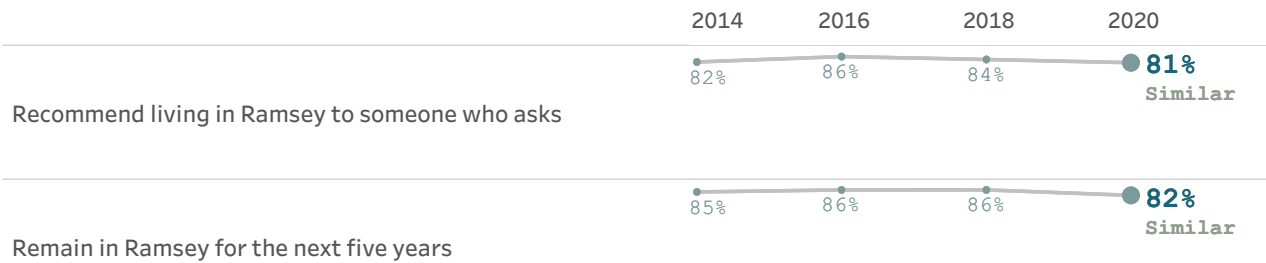
The overall quality of life in Ramsey, 2020



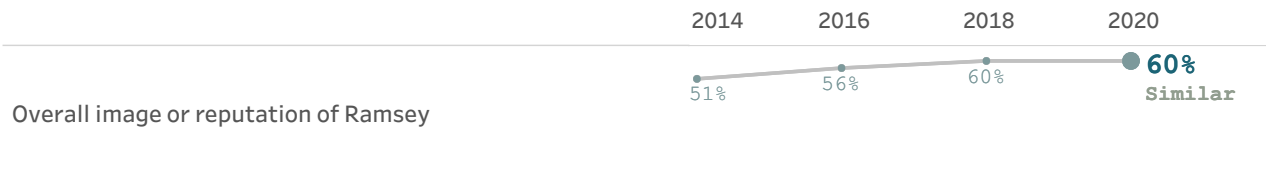
Please rate each of the following aspects of quality of life in Ramsey.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)

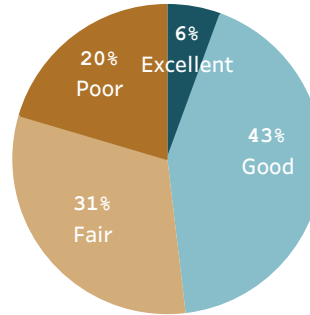


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

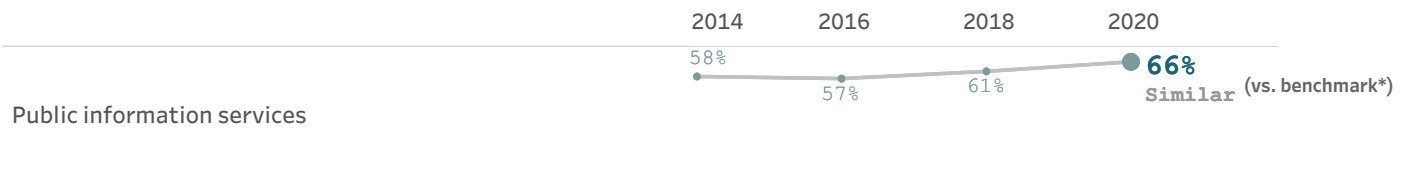
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

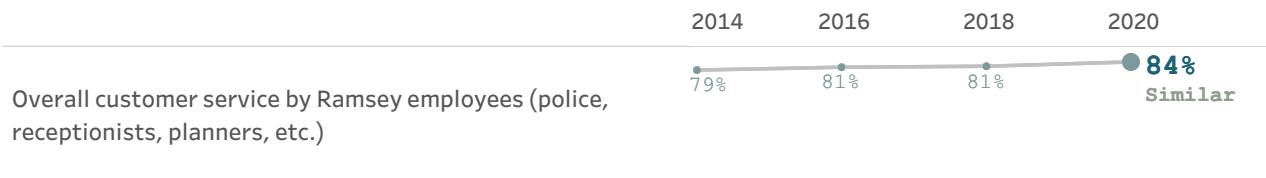
Overall confidence in Ramsey government, 2020



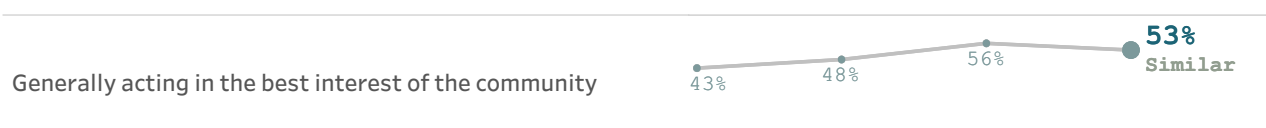
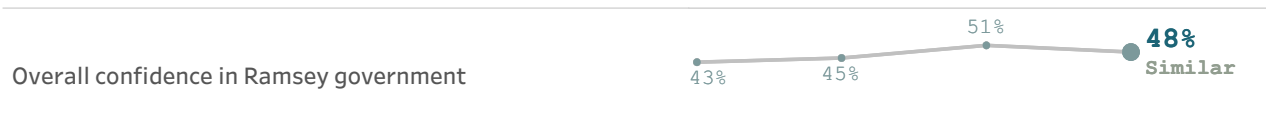
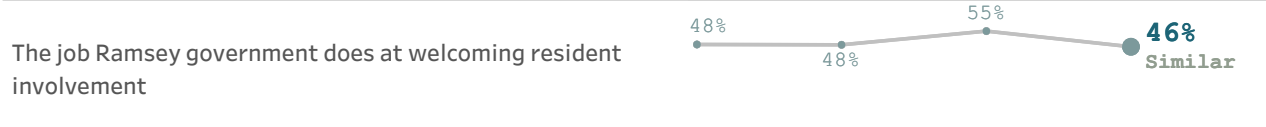
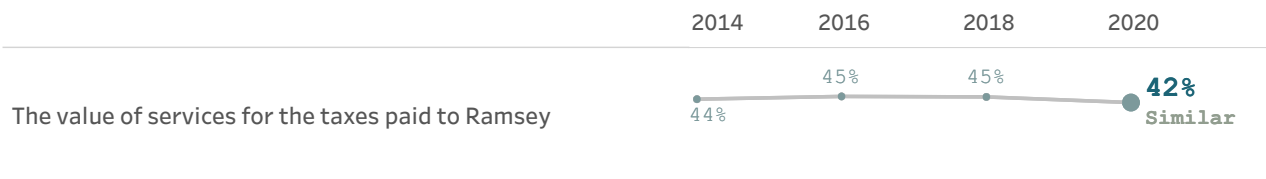
Please rate the quality of each of the following services in Ramsey. (% excellent or good)



Please rate the quality of each of the following services in Ramsey. (% excellent or good)

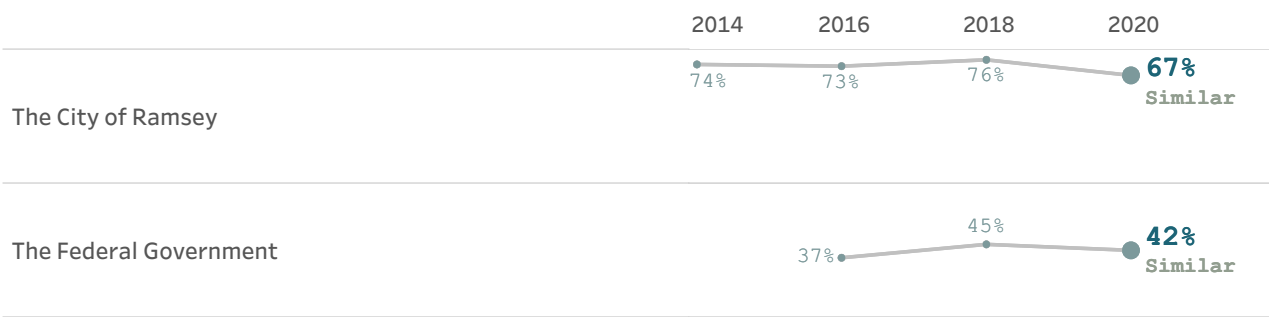


Please rate the following categories of Ramsey government performance. (% excellent or good)





Overall, how would you rate the quality of the services provided by each of the following?
 (% excellent or good)

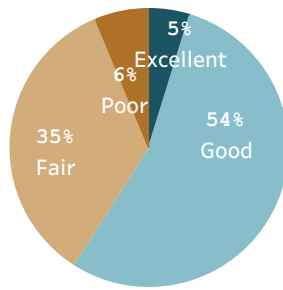


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

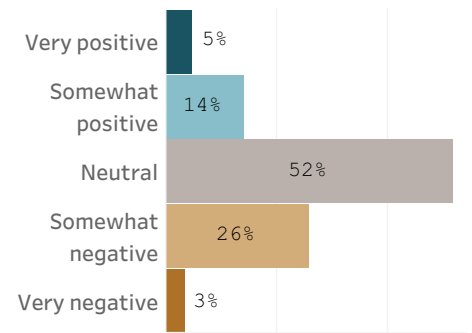
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

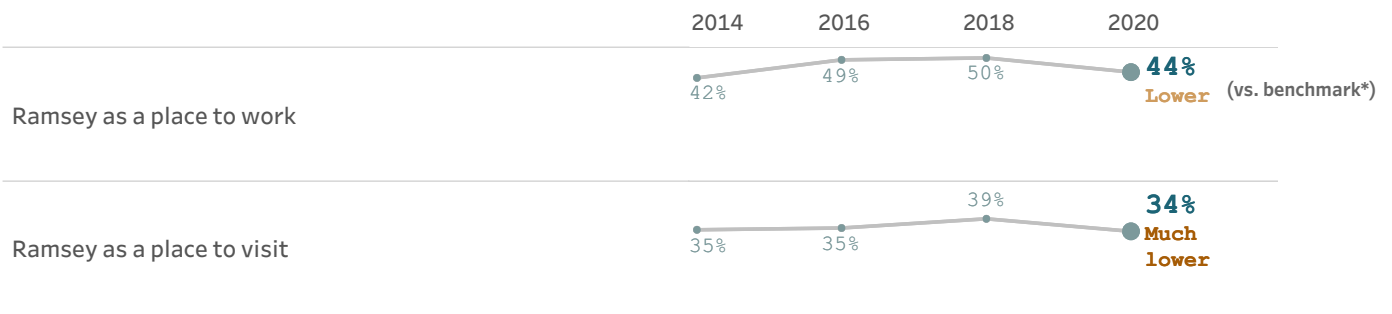
Overall economic health of Ramsey, 2020



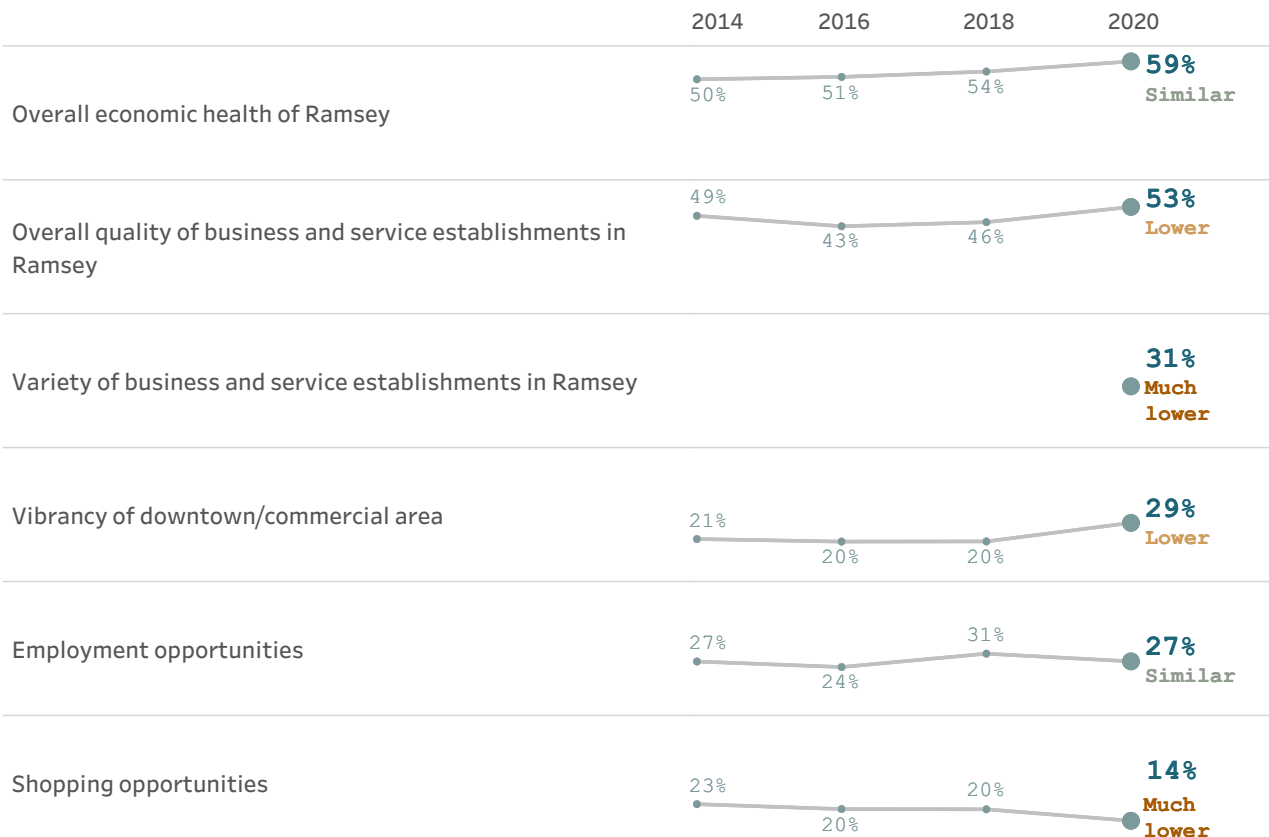
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Ramsey. (% excellent or good)



Please rate each of the following characteristics as they relate to Ramsey as a whole. (% excellent or good)

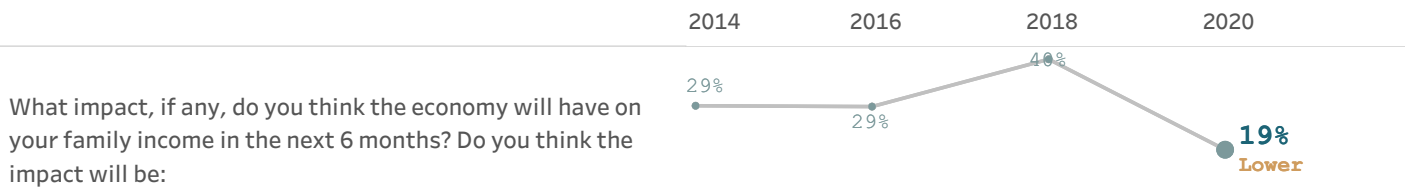




Please rate the quality of each of the following services in Ramsey.
(% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

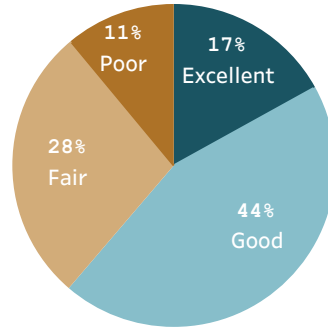


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

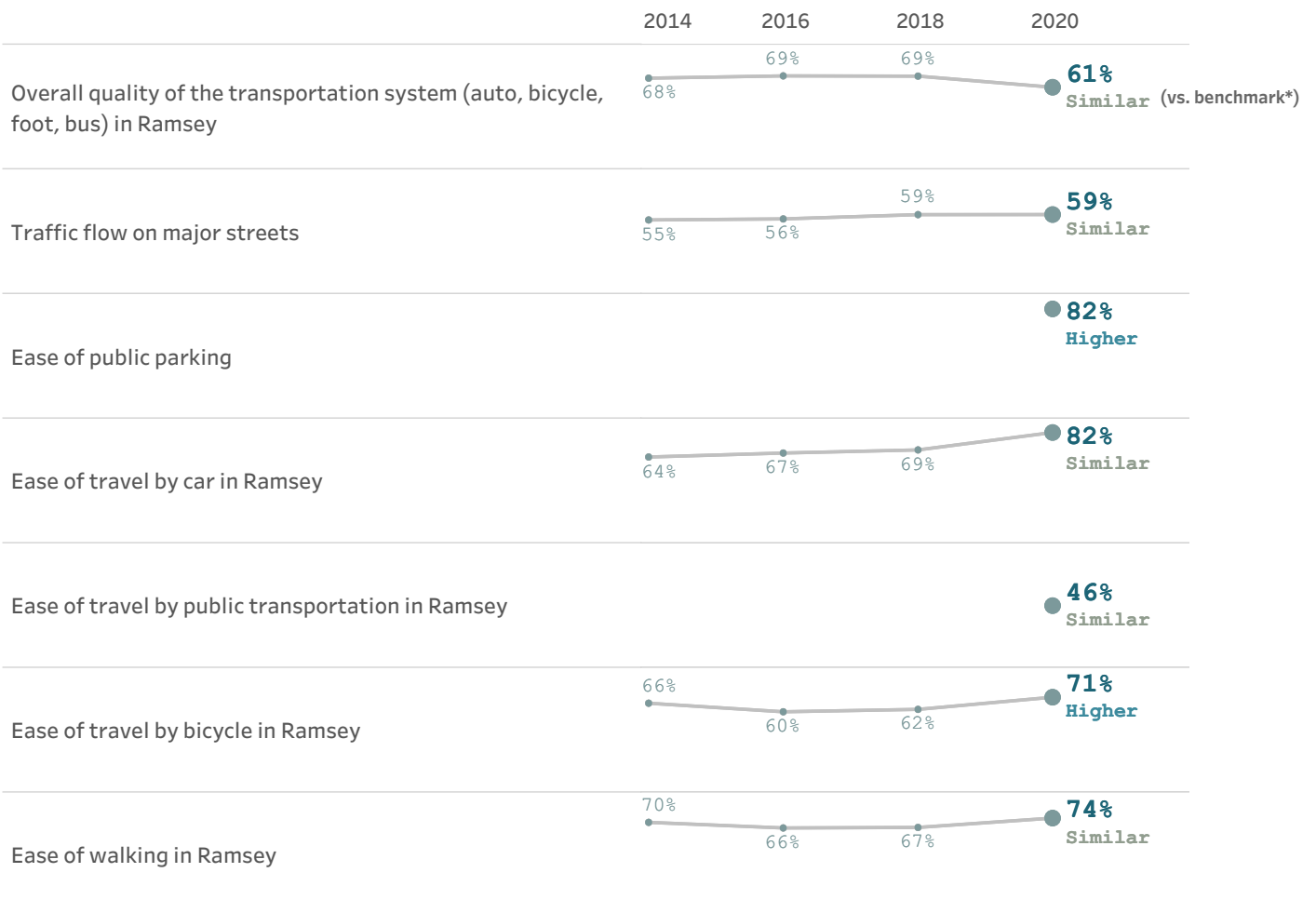
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

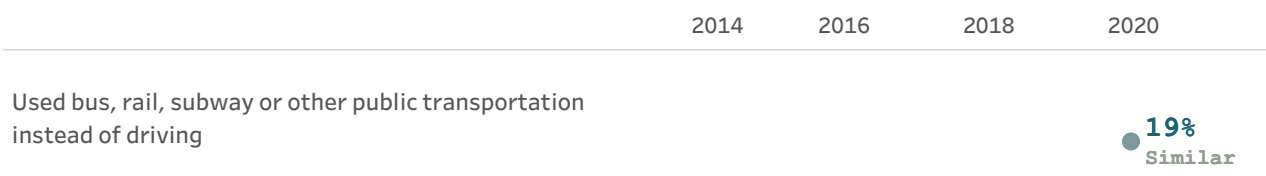
Overall quality of the transportation system in Ramsey, 2020



Please rate each of the following characteristics as they relate to Ramsey as a whole. (% excellent or good)



Please indicate whether or not you have done each of the following in the last 12 months. (% yes)



Carpooled with other adults or children instead of driving alone

● **35%**
Similar

Walked or biked instead of driving

● **53%**
Similar

**Please rate the quality of each of the following services in Ramsey.
(% excellent or good)**



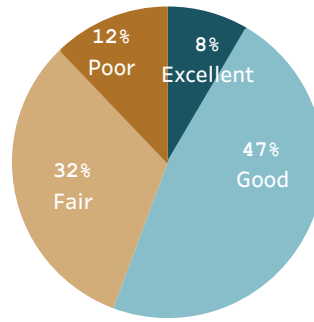
Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

..

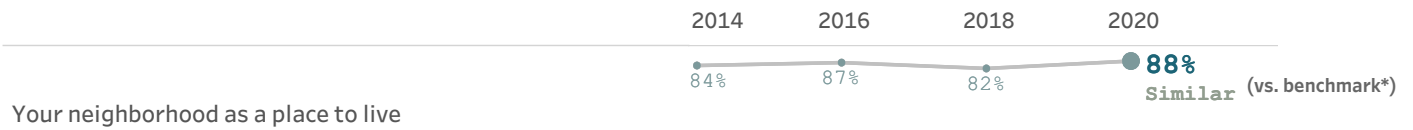
Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

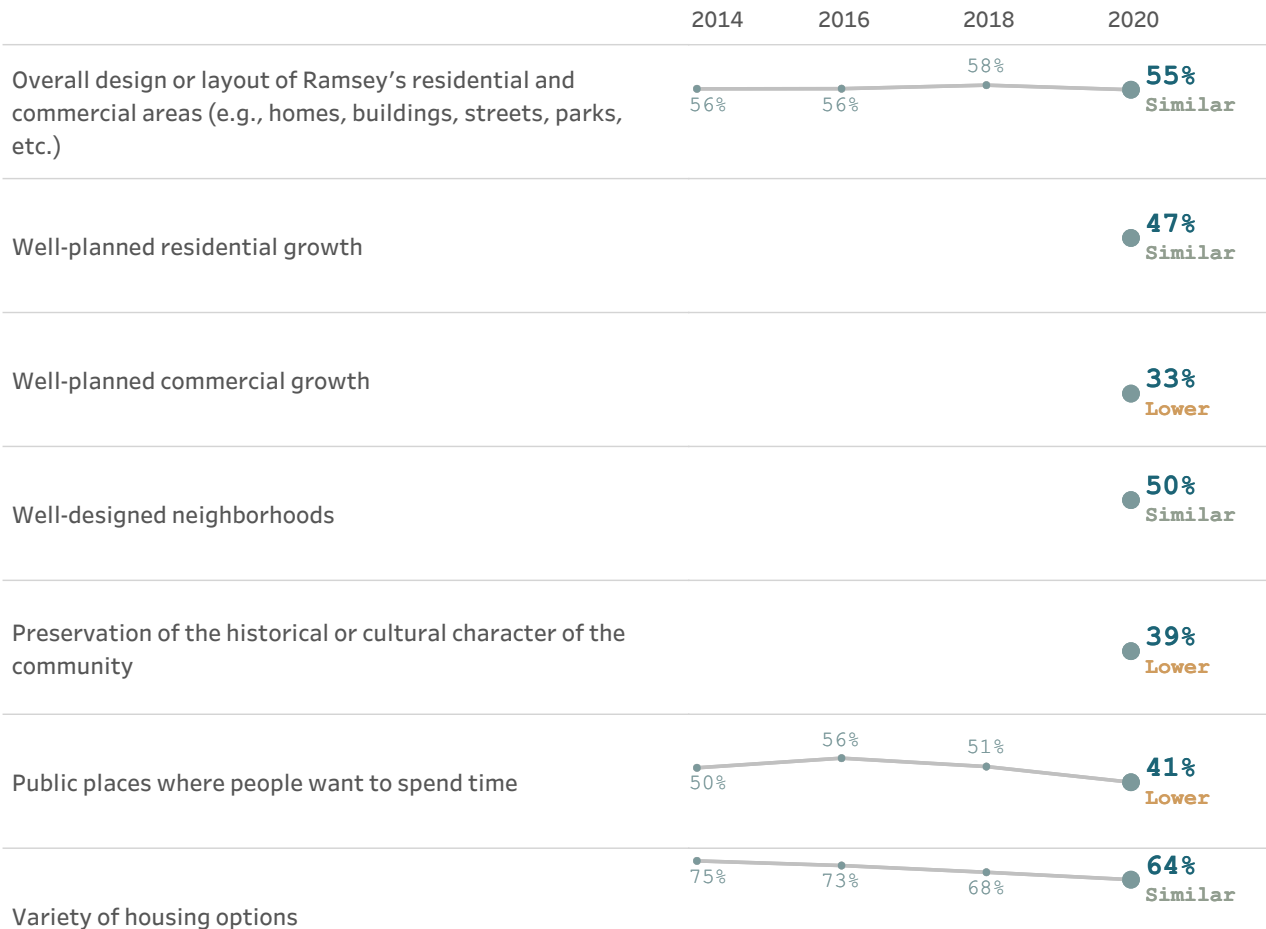
Overall design or layout of Ramsey's residential and commercial areas, 2020

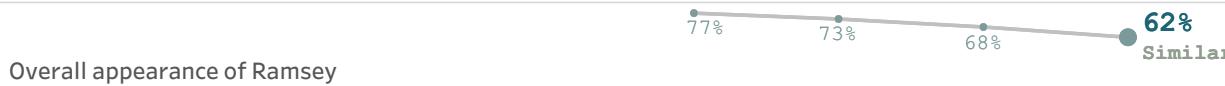


Please rate each of the following aspects of quality of life in Ramsey.
(% excellent or good)

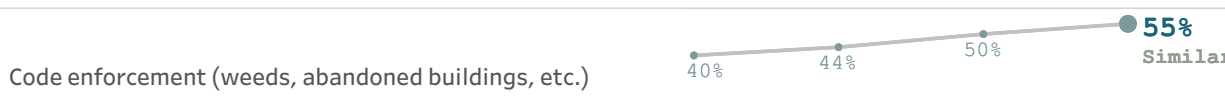
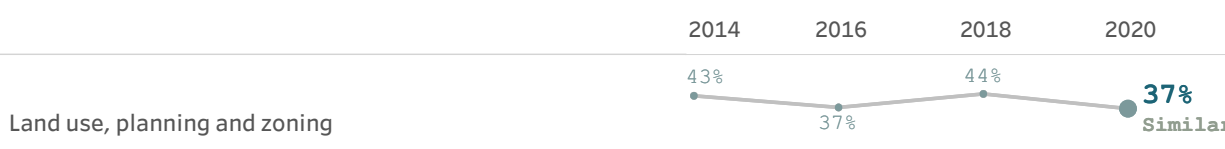


Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



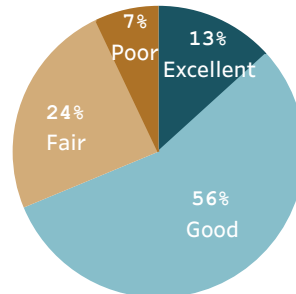


**Please rate the quality of each of the following services in Ramsey.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

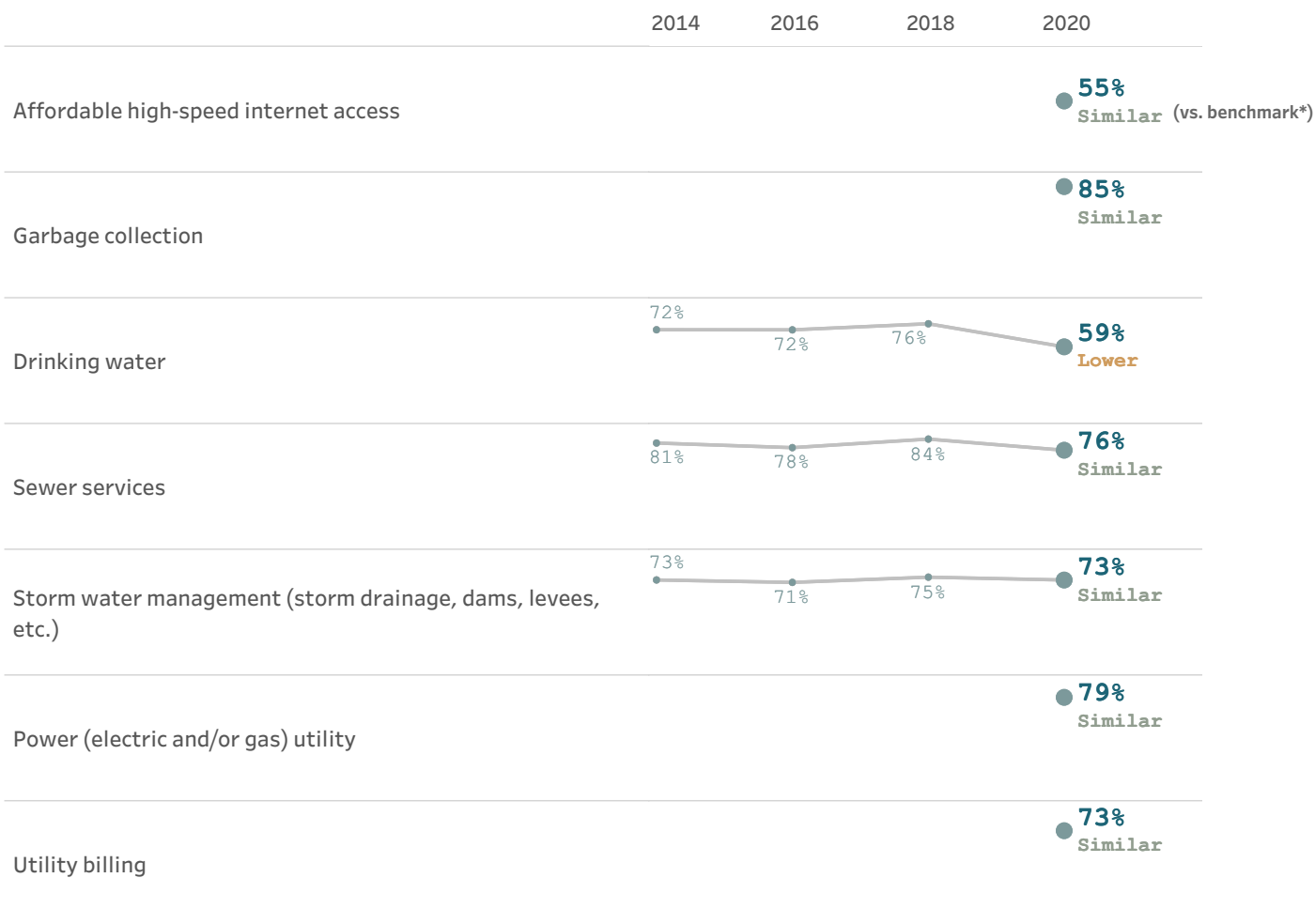
Overall quality of the utility infrastructure in Ramsey, 2020



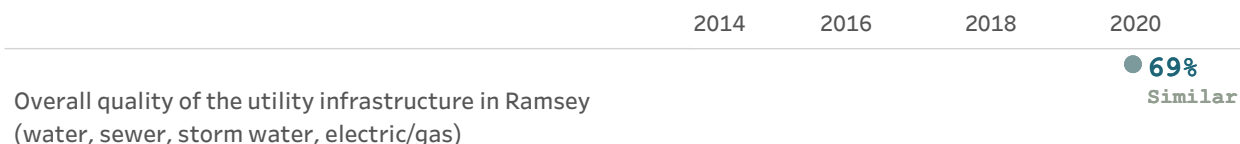
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate the quality of each of the following services in Ramsey.
(% excellent or good)



Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)

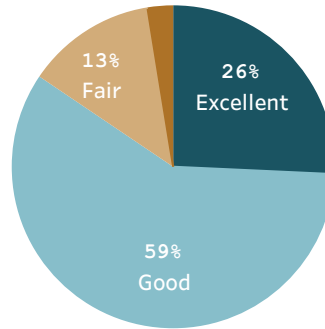


*Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

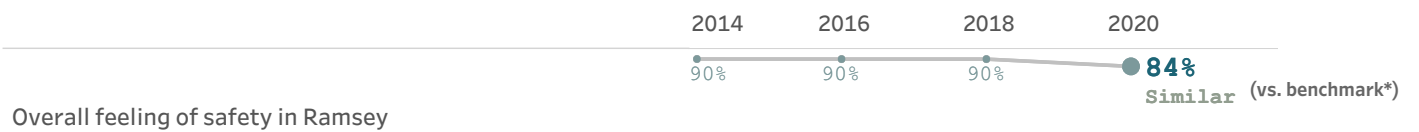
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

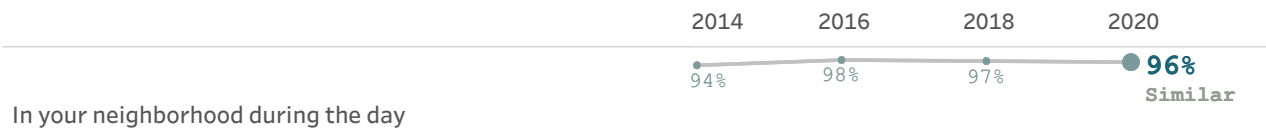
Overall feeling of safety in Ramsey, 2020



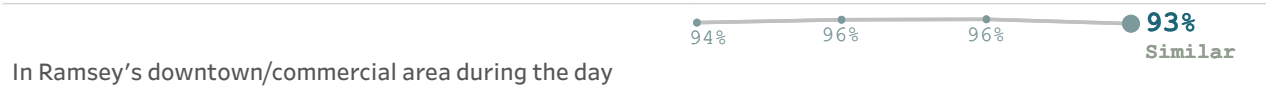
Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)



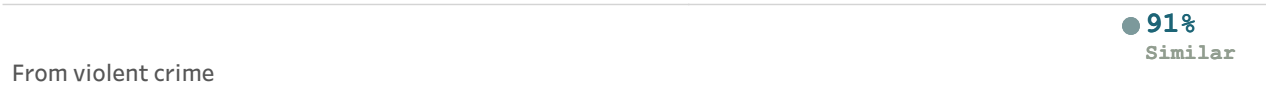
In your neighborhood during the day



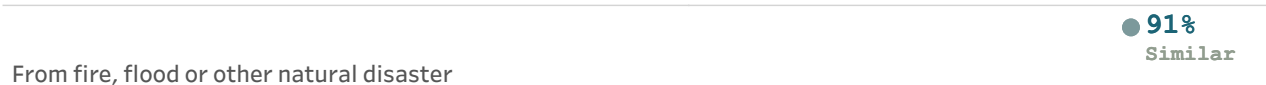
In Ramsey's downtown/commercial area during the day



From property crime



From violent crime



From fire, flood or other natural disaster

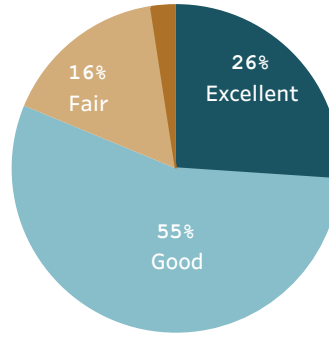
Please rate the quality of each of the following services in Ramsey.
(% excellent or good)





* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

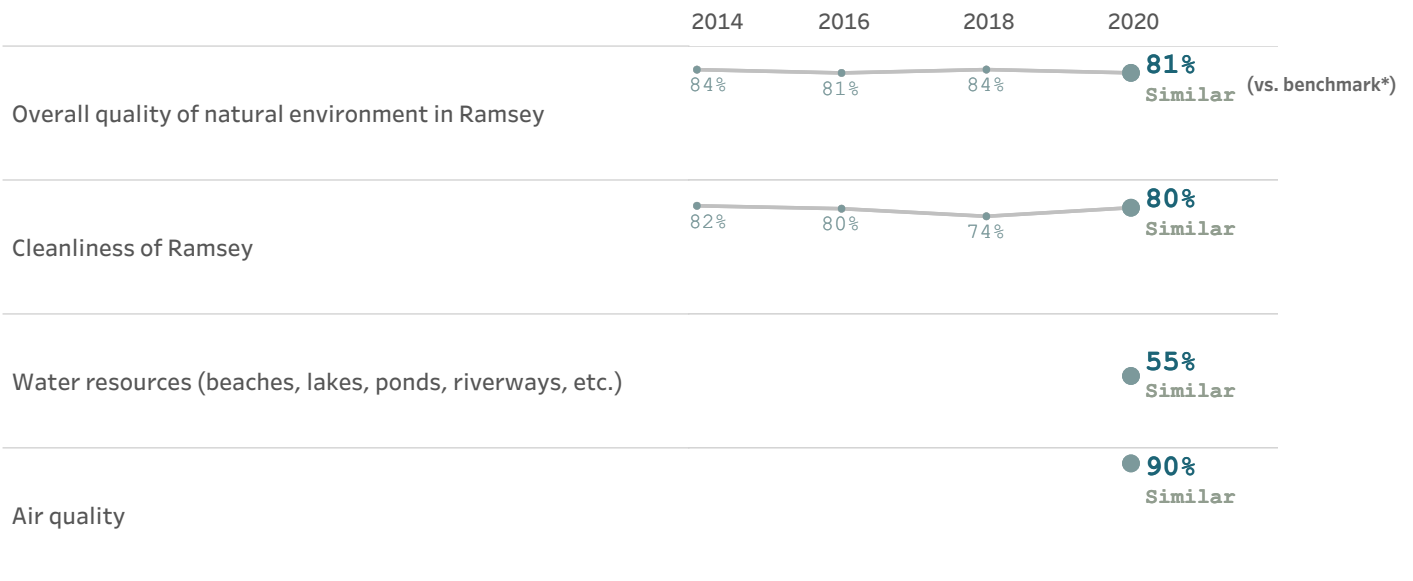
Overall quality of natural environment in Ramsey, 2020



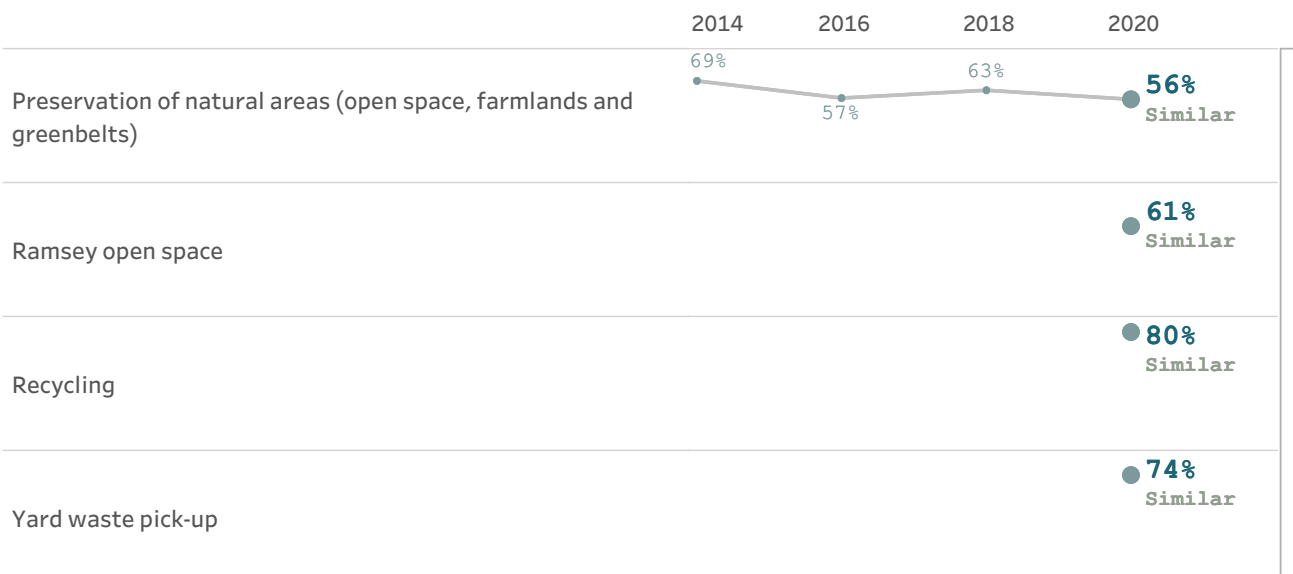
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Ramsey.
(% excellent or good)

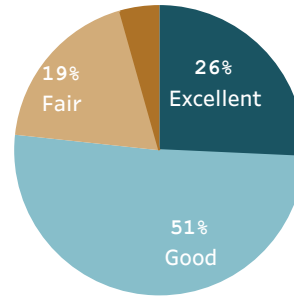


*Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

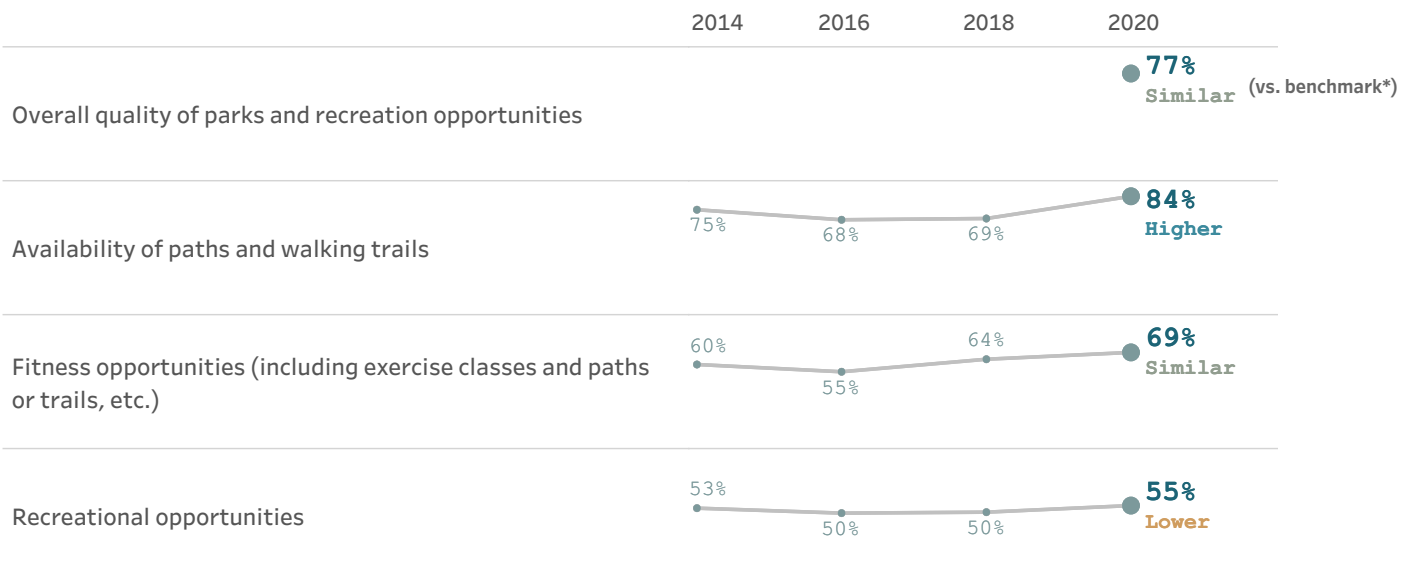
Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”
 - National Recreation and Park Association

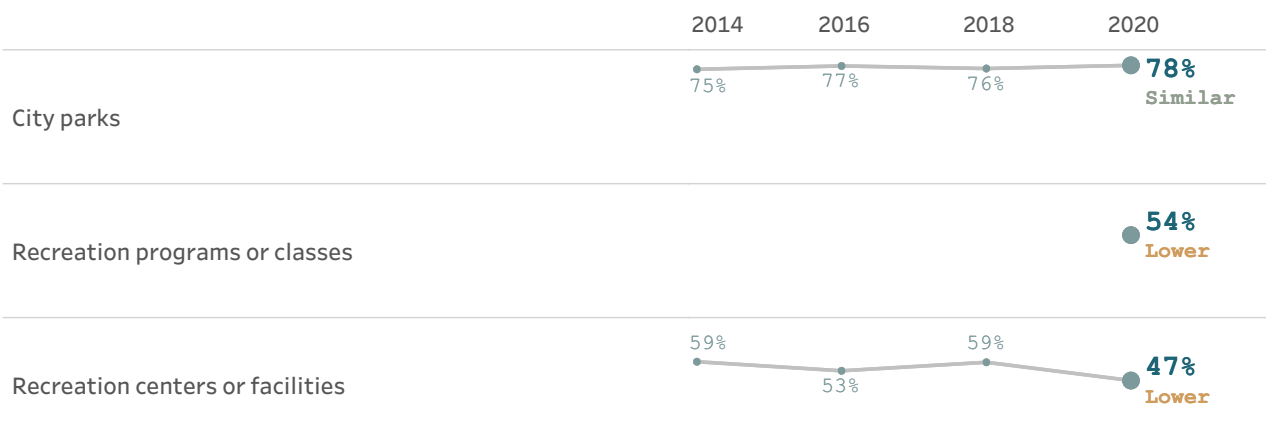
Overall quality of parks and recreation opportunities, 2020



Please rate each of the following characteristics as they relate to Ramsey as a whole.
 (% excellent or good)



Please rate the quality of each of the following services in Ramsey.
 (% excellent or good)

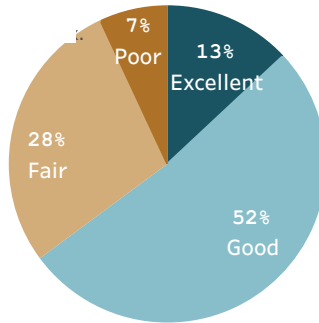


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

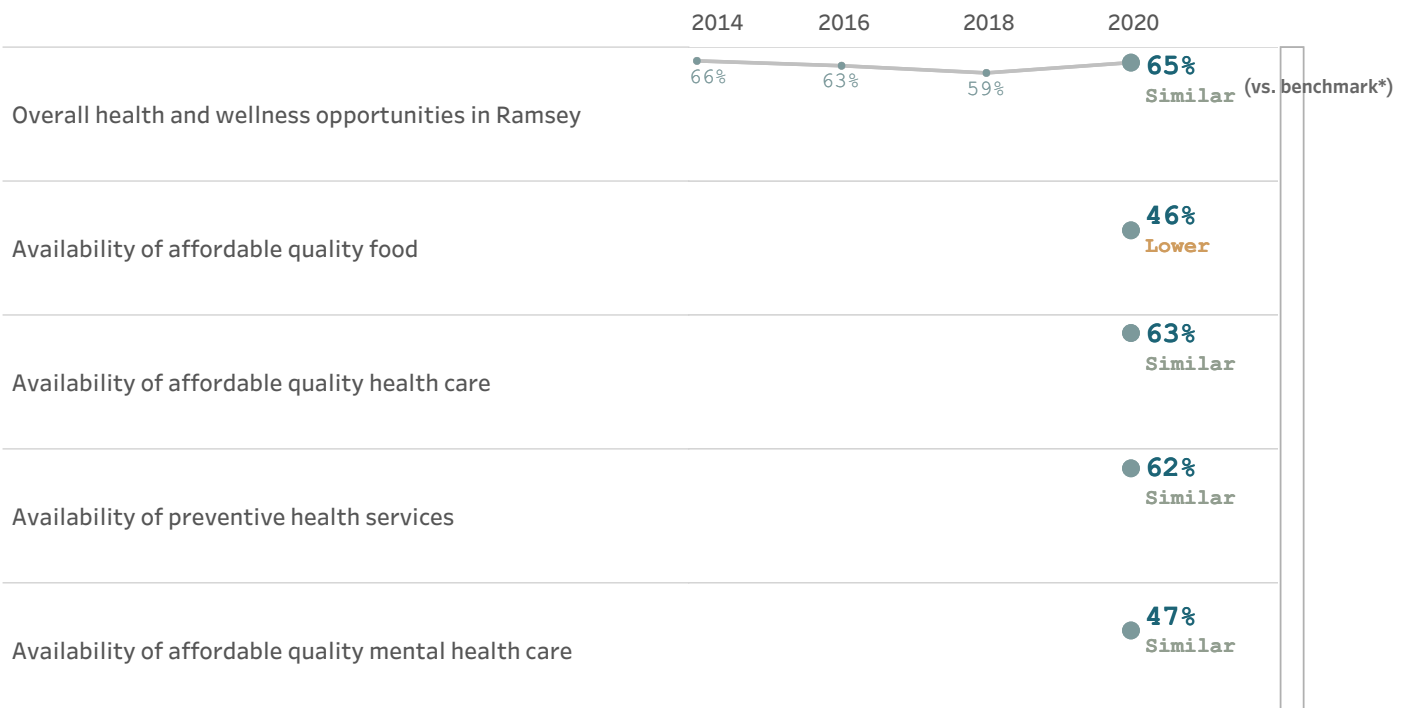
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

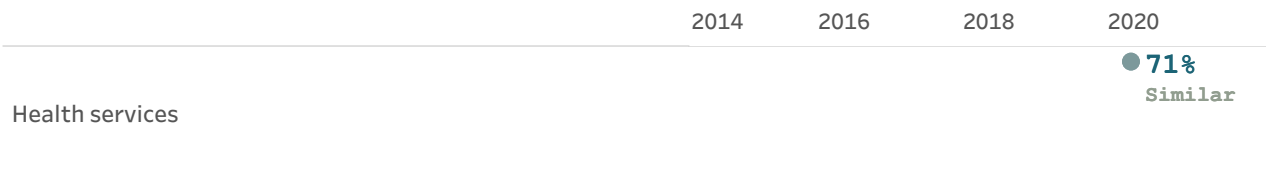
Overall health and wellness opportunities in Ramsey, 2020



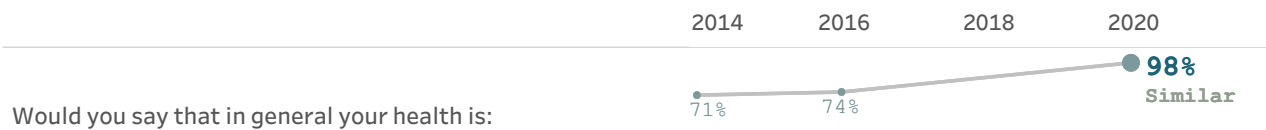
Please rate each of the following characteristics as they relate to Ramsey as a whole. (% excellent or good)



Please rate the quality of each of the following services in Ramsey. (% excellent or good)



Would you say that in general your health is: (% excellent or very good)

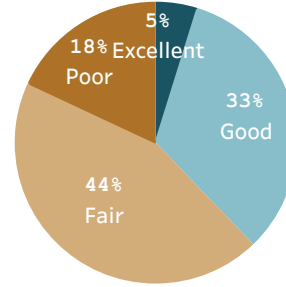


*Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

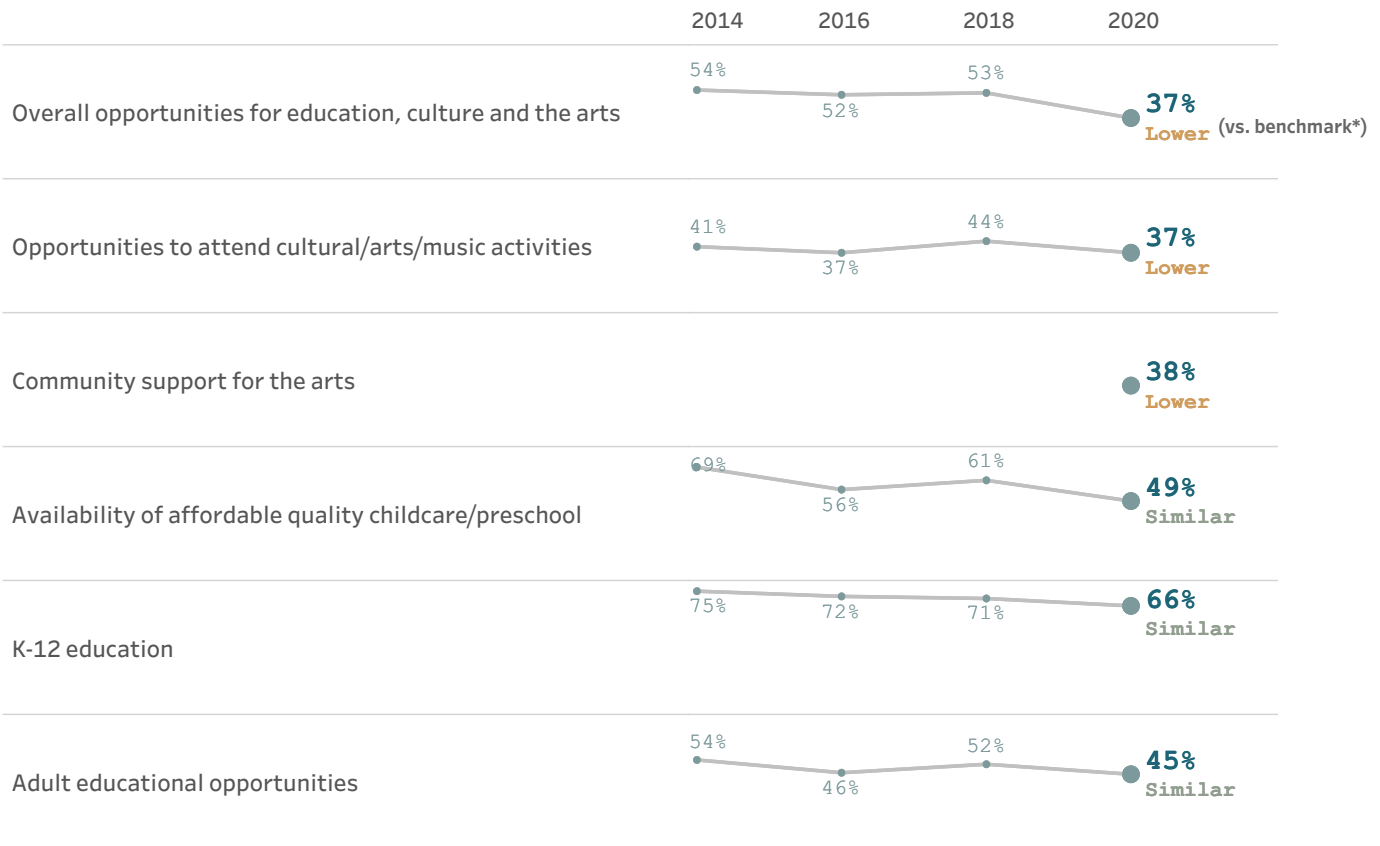
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

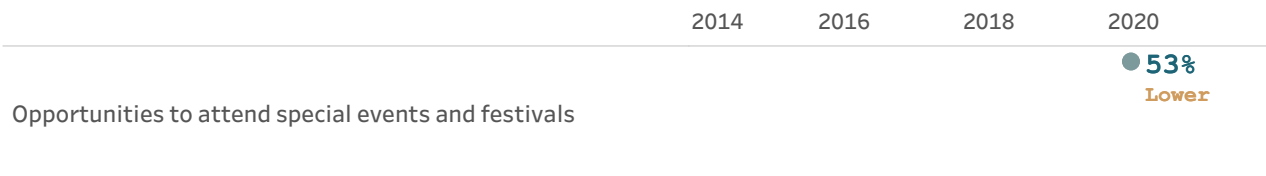
Overall opportunities for education, culture and the arts, 2020



Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Ramsey.
(% excellent or good)



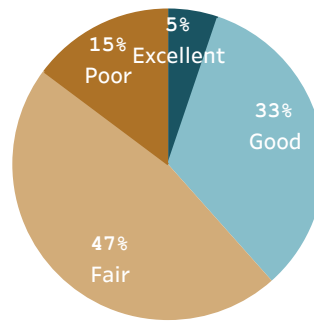
Public library services

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

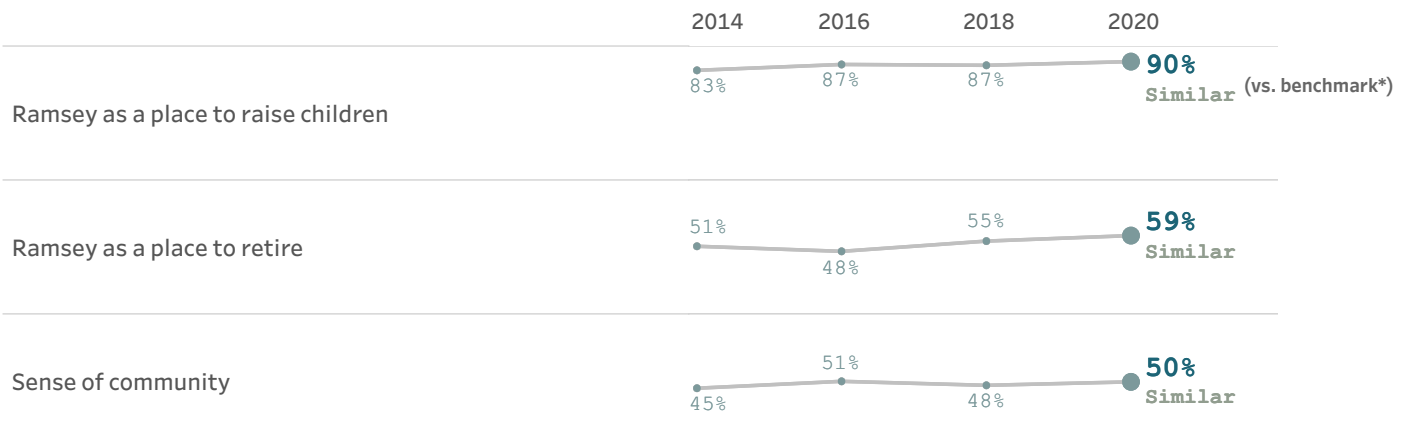
Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

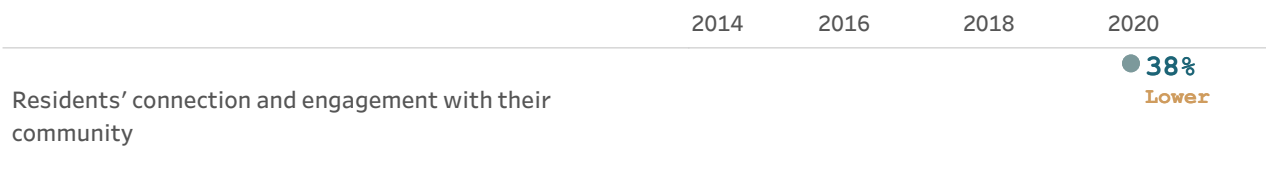
Residents' connection and engagement with their community, 2020



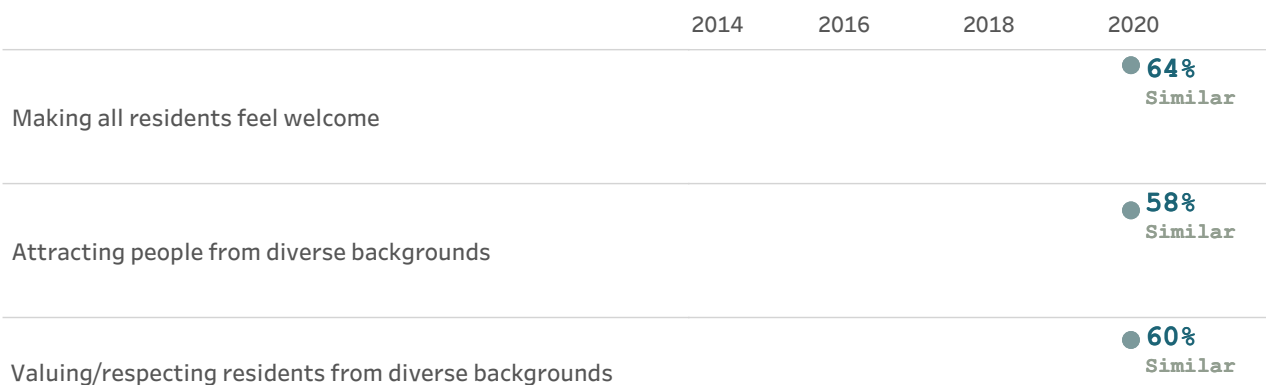
Please rate each of the following aspects of quality of life in Ramsey.
(% excellent or good)



Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



Please rate the job you feel the Ramsey community does at each of the following.
(% excellent or good)



Taking care of vulnerable residents (elderly, disabled, homeless, etc.)

● **56%**
Similar

Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)

2014 2016 2018 2020

Sense of civic/community pride

● **50%**
Lower

Neighborliness of residents in Ramsey

● **65%**
Similar

Opportunities to participate in social events and activities

● **45%**
Lower

Opportunities to volunteer



Opportunities to participate in community matters



Openness and acceptance of the community toward people of diverse backgrounds

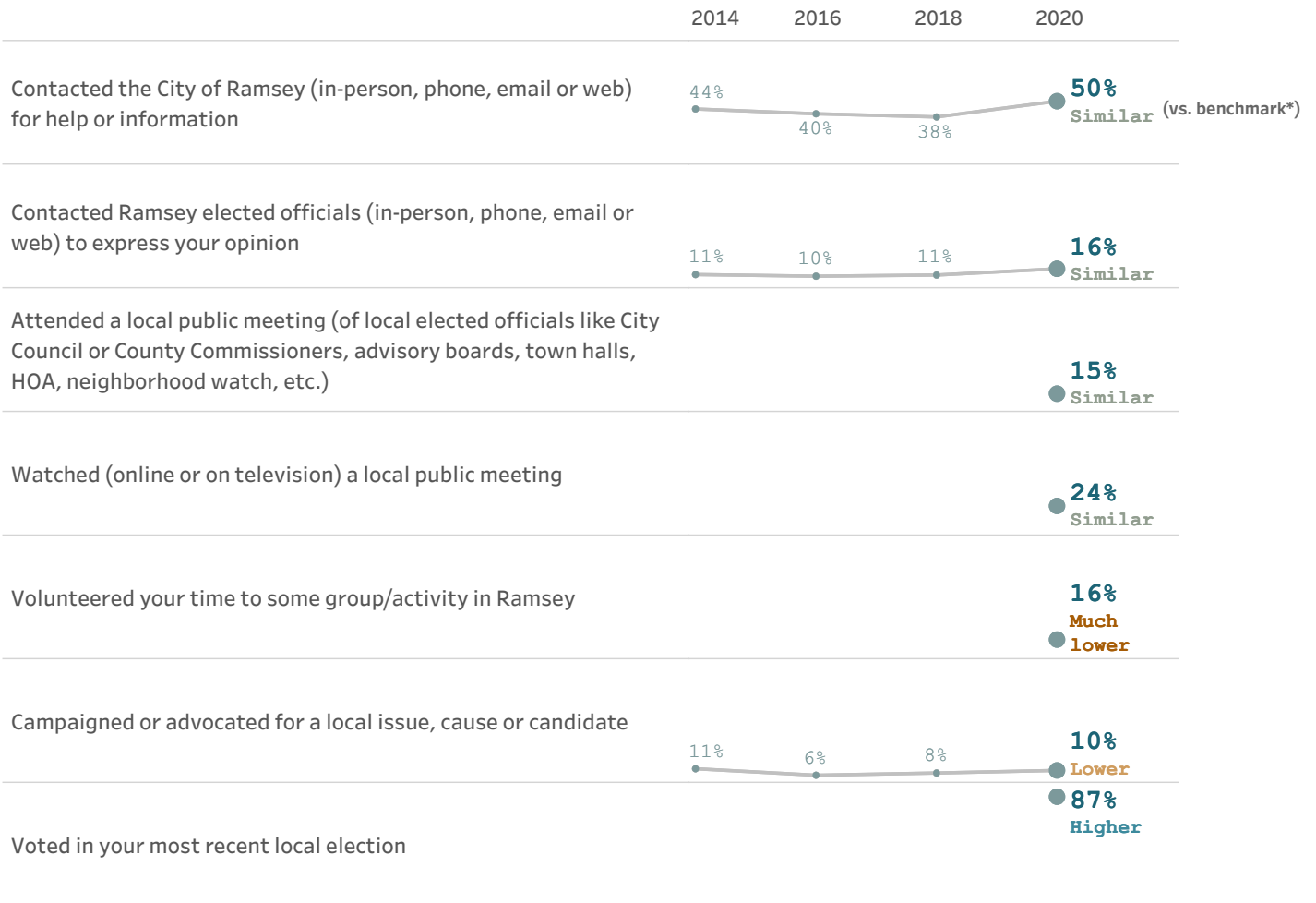
● **53%**
Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

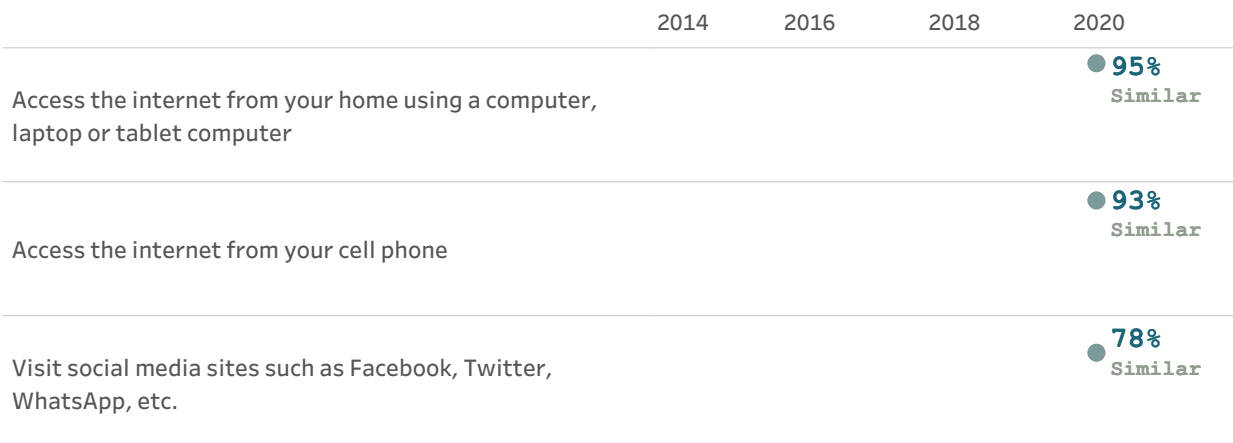
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



In general, how many times do you:

(% a few times a week or more)



Use or check email

● **92%**
Similar

Share your opinions online

● **18%**
Similar

Shop online

●

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (major source/moderate source/minor source, strongly support/somewhat support, or essential/very important) is shown. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.



National benchmark tables

This table contains the comparisons of Ramsey's results to those from other communities. The first column shows the comparison of Ramsey's rating to the benchmark. Ramsey's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Ramsey residents is statistically similar to or different than the benchmark. The second column is Ramsey's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good"). The third column is the rank assigned to Ramsey's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Ramsey's result -- that is what percent of surveyed communities had a lower rating than Ramsey.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to live	Similar	85%	245	356	32
	Your neighborhood as a place to live	Similar	88%	135	297	55
	Ramsey as a place to raise children	Similar	90%	175	356	51
	Ramsey as a place to work	Lower	44%	300	341	13
	Ramsey as a place to visit	Much lower	34%	269	285	6
	Ramsey as a place to retire	Similar	59%	242	343	30
	The overall quality of life in Ramsey	Similar	78%	264	393	33
	Sense of community	Similar	50%	247	296	17
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall economic health of Ramsey	Similar	59%	184	270	32
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Similar	61%	212	272	23
	Overall design or layout of Ramsey's residential and commercial areas ..	Similar	55%	193	265	28
	Overall quality of the utility infrastructure in Ramsey (water, sewer, s..	Similar	69%	32	50	37
	Overall feeling of safety in Ramsey	Similar	84%	191	338	44
	Overall quality of natural environment in Ramsey	Similar	81%	148	275	47
	Overall quality of parks and recreation opportunities	Similar	77%	39	50	24
	Overall health and wellness opportunities in Ramsey	Similar	65%	191	267	29
	Overall opportunities for education, culture and the arts	Lower	37%	251	266	6
	Residents' connection and engagement with their community	Lower	38%	45	50	11
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Ramsey to someone who asks	Similar	81%	207	282	27
	Remain in Ramsey for the next five years	Similar	82%	185	275	33
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	113	325	66
	In Ramsey's downtown/commercial area during the day	Similar	93%	107	304	65

Please rate how safe or unsafe you feel:	From property crime	Similar	81%	28	62	55
	From violent crime	Similar	91%	17	62	73
	From fire, flood or other natural disaster	Similar	91%	5	50	91
Please rate the job you feel the Ramsey community does at each of the following.	Making all residents feel welcome	Similar	64%	35	50	31
	Attracting people from diverse backgrounds	Similar	58%	32	50	37
	Valuing/respecting residents from diverse backgrounds	Similar	60%	41	50	19
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	56%	34	50	33
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of business and service establishments in Ramsey	Lower	53%	240	273	13
	Variety of business and service establishments in Ramsey	Much lower	31%	48	49	3
	Vibrancy of downtown/commercial area	Lower	29%	219	251	13
	Employment opportunities	Similar	27%	236	298	21
	Shopping opportunities	Much lower	14%	277	286	4
	Cost of living in Ramsey	Similar	45%	113	268	58
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall image or reputation of Ramsey	Similar	60%	251	333	25
	Traffic flow on major streets	Similar	59%	91	312	71
	Ease of public parking	Higher	82%	23	236	91
	Ease of travel by car in Ramsey	Similar	82%	57	298	81
	Ease of travel by public transportation in Ramsey	Similar	46%	83	243	66
	Ease of travel by bicycle in Ramsey	Higher	71%	61	299	80
	Ease of walking in Ramsey	Similar	74%	108	299	64
	Well-planned residential growth	Similar	47%	39	52	26
	Well-planned commercial growth	Lower	33%	45	52	14
	Well-designed neighborhoods	Similar	50%	42	52	20
	Preservation of the historical or cultural character of the community	Lower	39%	47	48	3
	Public places where people want to spend time	Lower	41%	241	260	8
	Variety of housing options	Similar	64%	82	276	71
	Availability of affordable quality housing	Higher	51%	51	295	83
	Overall quality of new development in Ramsey	Similar	56%	193	286	33
	Overall appearance of Ramsey	Similar	62%	239	327	28
	Cleanliness of Ramsey	Similar	80%	143	299	53
Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	55%	36	46	22	

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Air quality	Similar	90%	68	252	74
	Availability of paths and walking trails	Higher	84%	66	295	78
	Fitness opportunities (including exercise classes and paths or trails, et..	Similar	69%	160	256	38
	Recreational opportunities	Lower	55%	238	285	17
	Availability of affordable quality food	Lower	46%	232	251	8
	Availability of affordable quality health care	Similar	63%	130	265	51
	Availability of preventive health services	Similar	62%	146	246	41
	Availability of affordable quality mental health care	Similar	47%	111	243	55
	Opportunities to attend cultural/arts/music activities	Lower	37%	254	284	11
	Community support for the arts	Lower	38%	46	50	9
	Availability of affordable quality childcare/preschool	Similar	49%	159	261	40
	K-12 education	Similar	66%	178	261	32
	Adult educational opportunities	Similar	45%	197	251	22
	Sense of civic/community pride	Lower	50%	42	50	17
	Neighborliness of residents in Ramsey	Similar	65%	155	262	41
	Opportunities to participate in social events and activities	Lower	45%	243	266	9
	Opportunities to attend special events and festivals	Lower	53%	243	274	12
	Opportunities to volunteer	Lower	52%	252	266	6
	Opportunities to participate in community matters	Similar	51%	242	271	11
	Openness and acceptance of the community toward people of diverse ..	Similar	53%	241	292	18
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Ramsey (in-person, phone, email or web) for help..	Similar	50%	86	320	74
	Contacted Ramsey elected officials (in-person, phone, email or web) to..	Similar	16%	163	259	38
	Attended a local public meeting (of local elected officials like City Coun..	Similar	15%	225	263	15
	Watched (online or on television) a local public meeting	Similar	24%	106	238	56
	Volunteered your time to some group/activity in Ramsey	Much lower	16%	262	267	2
	Campaigned or advocated for a local issue, cause or candidate	Lower	10%	245	249	2
	Voted in your most recent local election	Higher	87%	7	50	87
	Used bus, rail, subway or other public transportation instead of driving	Similar	19%	96	224	58
	Carpooled with other adults or children instead of driving alone	Similar	35%	216	254	15
	Walked or biked instead of driving	Similar	53%	156	260	41
Please rate the quality of each of the following	Public information services	Similar	66%	193	276	31

Please rate the quality of each of the following services in Ramsey.

Economic development	Similar	46%	213	276	23
Traffic enforcement	Similar	70%	139	335	59
Traffic signal timing	Similar	54%	140	261	47
Street repair	Lower	29%	273	322	16
Street cleaning	Similar	56%	197	286	32
Street lighting	Similar	60%	201	316	37
Snow removal	Similar	65%	133	248	47
Sidewalk maintenance	Similar	65%	118	287	60
Bus or transit services	Similar	49%	127	235	46
Land use, planning and zoning	Similar	37%	238	287	18
Code enforcement (weeds, abandoned buildings, etc.)	Similar	55%	151	340	56
Affordable high-speed internet access	Similar	55%	23	47	52
Garbage collection	Similar	85%	174	313	45
Drinking water	Lower	59%	237	281	16
Sewer services	Similar	76%	206	284	28
Storm water management (storm drainage, dams, levees, etc.)	Similar	73%	143	312	55
Power (electric and/or gas) utility	Similar	79%	116	192	40
Utility billing	Similar	73%	153	237	36
Police/Sheriff services	Similar	90%	157	382	60
Crime prevention	Similar	82%	124	337	64
Animal control	Similar	79%	104	300	66
Ambulance or emergency medical services	Similar	89%	237	302	22
Fire services	Similar	89%	240	330	28
Fire prevention and education	Similar	82%	157	275	44
Emergency preparedness (services that prepare the community for na..	Similar	66%	177	276	36
Preservation of natural areas (open space, farmlands and greenbelts)	Similar	56%	179	255	30
Ramsey open space	Similar	61%	136	246	45
Recycling	Similar	80%	168	320	48
Yard waste pick-up	Similar	74%	156	259	41
City parks	Similar	78%	204	295	32
Recreation programs or classes	Lower	54%	253	293	14

Please rate the quality of each of the following services in Ramsey.	Recreation centers or facilities	Lower	47%	252	268	6
	Health services	Similar	71%	143	231	39
	Public library services	Lower	69%	282	294	5
	Overall customer service by Ramsey employees (police, receptionists, ..	Similar	84%	81	351	77
Please rate the following categories of Ramsey government performance.	The value of services for the taxes paid to Ramsey	Similar	42%	281	357	22
	The overall direction that Ramsey is taking	Lower	41%	280	308	10
	The job Ramsey government does at welcoming resident involvement	Similar	46%	236	309	24
	Overall confidence in Ramsey government	Similar	48%	201	270	26
	Generally acting in the best interest of the community	Similar	53%	203	274	26
	Being honest	Similar	58%	156	266	42
	Being open and transparent to the public	Similar	55%	35	50	31
	Informing residents about issues facing the community	Similar	51%	33	55	42
	Treating all residents fairly	Similar	59%	128	269	53
	Treating residents with respect	Similar	63%	30	50	41
Overall, how would you rate the quality of the services provided by each ..	The City of Ramsey	Similar	67%	275	360	24
	The Federal Government	Similar	42%	121	254	53
Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.	Overall economic health of Ramsey	Similar	88%	201	246	18
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Lower	67%	211	246	14
	Overall design or layout of Ramsey's residential and commercial areas ..	Lower	67%	223	246	9
	Overall quality of the utility infrastructure in Ramsey (water, sewer, s..	Lower	81%	49	50	3
	Overall feeling of safety in Ramsey	Similar	86%	193	246	21
	Overall quality of natural environment in Ramsey	Similar	80%	136	246	45
	Overall quality of parks and recreation opportunities	Similar	76%	33	50	35
	Overall health and wellness opportunities in Ramsey	Lower	66%	222	245	9
	Overall opportunities for education, culture and the arts	Much lower	61%	241	246	2
	Residents' connection and engagement with their community	Much lower	61%	245	247	1
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet..	Similar	95%	1	50	99
	Access the internet from your cell phone	Similar	93%	3	50	95
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Similar	78%	8	50	85
	Use or check email	Similar	92%	18	50	65
	Share your opinions online	Similar	18%	15	50	71

In general, how many times do you:	Shop online	Similar	29%	7	50	87
	Would you say that in general your health is:	Similar	98%	42	255	84
	What impact, if any, do you think the economy will have on your family..	Lower	19%	235	258	9

Custom benchmark tables

This table contains the comparisons of results to those from other communities in Minnesota and Wisconsin with populations similar to Ramsey. The first column shows the comparison of Ramsey’s rating to the benchmark. The results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Ramsey residents is statistically similar to or different than the benchmark. The second column is Ramsey’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good”). The third column is the rank assigned to Ramsey’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Ramsey’s result -- that is what percent of surveyed communities had a lower rating than Ramsey.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to live	Similar	85%	14	16	18
	Your neighborhood as a place to live	Similar	88%	11	16	36
	Ramsey as a place to raise children	Similar	90%	9	16	48
	Ramsey as a place to work	Lower	44%	16	16	6
	Ramsey as a place to visit	Lower	34%	16	15	1
	Ramsey as a place to retire	Similar	59%	16	16	6
	The overall quality of life in Ramsey	Similar	78%	16	19	16
	Sense of community	Lower	50%	18	17	1
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall economic health of Ramsey	Similar	59%	13	15	19
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Lower	61%	15	15	7
	Overall design or layout of Ramsey’s residential and commercial areas ..	Lower	55%	16	15	1
	Overall quality of the utility infrastructure in Ramsey (water, sewer, s..	Lower	69%	8	7	1
	Overall feeling of safety in Ramsey	Similar	84%	12	19	41
	Overall quality of natural environment in Ramsey	Similar	81%	13	16	24
	Overall quality of parks and recreation opportunities	Similar	77%	8	7	1
	Overall health and wellness opportunities in Ramsey	Similar	65%	14	15	13
	Overall opportunities for education, culture and the arts	Lower	37%	16	15	1
	Residents’ connection and engagement with their community	Lower	38%	8	7	1
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Ramsey to someone who asks	Similar	81%	15	16	12
	Remain in Ramsey for the next five years	Similar	82%	12	15	26
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	10	16	42
	In Ramsey’s downtown/commercial area during the day	Similar	93%	9	15	44

Please rate how safe or unsafe you feel:	From property crime	Similar	81%	3	8	67
	From violent crime	Similar	91%	2	8	78
	From fire, flood or other natural disaster	Similar	91%	2	7	76
Please rate the job you feel the Ramsey community does at each of the following.	Making all residents feel welcome	Similar	64%	6	7	26
	Attracting people from diverse backgrounds	Similar	58%	5	7	38
	Valuing/respecting residents from diverse backgrounds	Similar	60%	6	7	26
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	56%	8	7	1
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of business and service establishments in Ramsey	Lower	53%	16	16	6
	Variety of business and service establishments in Ramsey	Much lower	31%	8	7	1
	Vibrancy of downtown/commercial area	Lower	29%	16	15	1
	Employment opportunities	Lower	27%	17	16	1
	Shopping opportunities	Much lower	14%	17	16	1
	Cost of living in Ramsey	Similar	45%	10	15	38
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall image or reputation of Ramsey	Similar	60%	14	16	18
	Traffic flow on major streets	Similar	59%	15	17	17
	Ease of public parking	Similar	82%	5	14	67
	Ease of travel by car in Ramsey	Similar	82%	13	16	24
	Ease of travel by public transportation in Ramsey	Similar	46%	6	14	61
	Ease of travel by bicycle in Ramsey	Similar	71%	11	16	36
	Ease of walking in Ramsey	Similar	74%	13	16	24
	Well-planned residential growth	Lower	47%	8	7	1
	Well-planned commercial growth	Lower	33%	8	7	1
	Well-designed neighborhoods	Lower	50%	7	6	1
	Preservation of the historical or cultural character of the community	Much lower	39%	8	7	1
	Public places where people want to spend time	Lower	41%	15	14	1
	Variety of housing options	Similar	64%	9	16	48
	Availability of affordable quality housing	Similar	51%	6	16	65
	Overall quality of new development in Ramsey	Similar	56%	16	16	6
	Overall appearance of Ramsey	Lower	62%	18	17	1
	Cleanliness of Ramsey	Similar	80%	11	17	39
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	55%	8	7	1
	Air quality	Similar	90%	8	15	51

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Availability of paths and walking trails	Similar	84%	7	17	62
	Fitness opportunities (including exercise classes and paths or trails, et..	Similar	69%	16	15	1
	Recreational opportunities	Lower	55%	17	16	1
	Availability of affordable quality food	Lower	46%	15	15	7
	Availability of affordable quality health care	Similar	63%	12	15	26
	Availability of preventive health services	Similar	62%	15	15	7
	Availability of affordable quality mental health care	Similar	47%	10	15	38
	Opportunities to attend cultural/arts/music activities	Lower	37%	17	16	1
	Community support for the arts	Lower	38%	8	7	1
	Availability of affordable quality childcare/preschool	Similar	49%	15	15	7
	K-12 education	Lower	66%	14	16	18
	Adult educational opportunities	Lower	45%	16	15	1
	Sense of civic/community pride	Lower	50%	8	7	1
	Neighborliness of residents in Ramsey	Similar	65%	10	15	34
	Opportunities to participate in social events and activities	Lower	45%	16	15	1
	Opportunities to attend special events and festivals	Lower	53%	15	15	7
	Opportunities to volunteer	Lower	52%	17	16	1
	Opportunities to participate in community matters	Similar	51%	16	15	1
Openness and acceptance of the community toward people of diverse ..	Similar	53%	14	16	18	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Ramsey (in-person, phone, email or web) for help..	Similar	50%	2	16	89
	Contacted Ramsey elected officials (in-person, phone, email or web) to..	Similar	16%	7	15	57
	Attended a local public meeting (of local elected officials like City Coun..	Similar	15%	13	16	24
	Watched (online or on television) a local public meeting	Similar	24%	7	16	59
	Volunteered your time to some group/activity in Ramsey	Lower	16%	16	16	6
	Campaigned or advocated for a local issue, cause or candidate	Similar	10%	14	15	13
	Voted in your most recent local election	Higher	87%	1	7	88
	Used bus, rail, subway or other public transportation instead of driving	Similar	19%	6	13	58
	Carpooled with other adults or children instead of driving alone	Similar	35%	13	14	14
	Walked or biked instead of driving	Lower	53%	14	14	7
Please rate the quality of each of the following services in Ramsey.	Public information services	Similar	66%	16	16	6
	Economic development	Lower	46%	17	17	6
	Traffic enforcement	Similar	70%	13	17	28

Please rate the quality of each of the following services in Ramsey.



































Traffic signal timing	Similar	54%	17	16	1
Street repair	Much lower	29%	21	20	1
Street cleaning	Lower	56%	16	16	6
Street lighting	Similar	60%	19	18	1
Snow removal	Similar	65%	21	22	9
Sidewalk maintenance	Similar	65%	15	17	17
Bus or transit services	Similar	49%	8	12	39
Land use, planning and zoning	Lower	37%	17	16	1
Code enforcement (weeds, abandoned buildings, etc.)	Similar	55%	15	20	29
Affordable high-speed internet access	Similar	55%	6	7	26
Garbage collection	Similar	85%	12	16	30
Drinking water	Lower	59%	15	16	12
Sewer services	Similar	76%	17	16	1
Storm water management (storm drainage, dams, levees, etc.)	Similar	73%	17	19	16
Power (electric and/or gas) utility	Similar	79%	13	12	1
Utility billing	Similar	73%	15	14	1
Police/Sheriff services	Similar	90%	13	19	36
Crime prevention	Similar	82%	8	17	56
Animal control	Similar	79%	15	19	26
Ambulance or emergency medical services	Similar	89%	16	16	6
Fire services	Similar	89%	19	19	6
Fire prevention and education	Similar	82%	15	16	12
Emergency preparedness (services that prepare the community for na..	Similar	66%	13	14	14
Preservation of natural areas (open space, farmlands and greenbelts)	Lower	56%	16	15	1
Ramsey open space	Similar	61%	15	15	7
Recycling	Similar	80%	16	18	16
Yard waste pick-up	Similar	74%	8	14	47
City parks	Similar	78%	17	16	1
Recreation programs or classes	Lower	54%	18	17	1
Recreation centers or facilities	Lower	47%	17	16	1
Health services	Similar	71%	13	14	14
Public library services	Lower	69%	18	17	1

each of the following services in Ramsey.	Overall customer service by Ramsey employees (police, receptionists, ..	Similar	84%	7	17	62
Please rate the following categories of Ramsey government performance.	The value of services for the taxes paid to Ramsey	Lower	42%	19	19	1
	The overall direction that Ramsey is taking	Lower	41%	16	16	6
	The job Ramsey government does at welcoming resident involvement	Similar	46%	17	17	6
	Overall confidence in Ramsey government	Lower	48%	15	15	7
	Generally acting in the best interest of the community	Lower	53%	15	15	7
	Being honest	Similar	58%	14	15	13
	Being open and transparent to the public	Lower	55%	8	7	1
	Informing residents about issues facing the community	Similar	51%	7	7	13
	Treating all residents fairly	Similar	59%	13	15	19
	Treating residents with respect	Similar	63%	8	7	1
Overall, how would you rate the quality of the services provided by each ..	The City of Ramsey	Lower	67%	19	18	1
	The Federal Government	Similar	42%	11	15	32
Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.	Overall economic health of Ramsey	Similar	88%	8	15	51
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Similar	67%	10	15	38
	Overall design or layout of Ramsey's residential and commercial areas ..	Similar	67%	12	15	26
	Overall quality of the utility infrastructure in Ramsey (water, sewer, s..	Similar	81%	7	7	13
	Overall feeling of safety in Ramsey	Similar	86%	13	15	19
	Overall quality of natural environment in Ramsey	Similar	80%	7	15	57
	Overall quality of parks and recreation opportunities	Similar	76%	6	7	26
	Overall health and wellness opportunities in Ramsey	Similar	66%	16	15	1
	Overall opportunities for education, culture and the arts	Similar	61%	16	15	1
	Residents' connection and engagement with their community	Similar	61%	16	15	1
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet..	Similar	95%	1	7	88
	Access the internet from your cell phone	Similar	93%	1	7	88
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Similar	78%	2	7	76
	Use or check email	Similar	92%	4	7	51
	Share your opinions online	Similar	18%	1	7	88
	Shop online	Higher	29%	1	7	88
	Would you say that in general your health is:	Similar	98%	3	15	82
	What impact, if any, do you think the economy will have on your family..	Similar	19%	11	15	32

Complete set of frequencies






























This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

In which category is your age?	18-24 years	4%	
	25-34 years	27%	
	35-44 years	21%	
	45-54 years	20%	
	55-64 years	12%	
	65-74 years	11%	
	75 years or older	6%	
What is your gender?	Female	50%	
	Male	50%	
	Identify in another way	0%	
Which best describes the building you live in?	One family house detached from any other houses	82%	
	Building with two or more homes (duplex, townhome, apa..	17%	
	Other	0%	
Do you rent or own your home?	Rent	13%	
	Own	87%	
Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to live	Excellent	25%
		Good	61%
		Fair	13%
		Poor	1%
Your neighborhood as a place to live	Excellent	41%	
	Good	46%	
	Fair	10%	
	Poor	2%	
Ramsey as a place to raise children	Excellent	31%	
	Good	58%	
	Fair	9%	
	Poor	2%	
Ramsey as a place to work	Excellent	9%	
	Good	36%	
	Fair	35%	
	Poor	21%	
Ramsey as a place to visit	Excellent	7%	

Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to visit	Good		27%
		Fair		39%
		Poor		26%
	Ramsey as a place to retire	Excellent		17%
		Good		42%
		Fair		25%
		Poor		16%
	The overall quality of life in Ramsey	Excellent		18%
		Good		60%
		Fair		20%
		Poor		2%
	Sense of community	Excellent		7%
Good			43%	
Fair			38%	
Poor			12%	
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall economic health of Ramsey	Excellent		5%
		Good		54%
		Fair		35%
		Poor		6%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey	Excellent		17%
		Good		44%
		Fair		28%
		Poor		11%
	Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		8%
		Good		47%
		Fair		32%
		Poor		12%
	Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	Excellent		13%
		Good		56%
		Fair		24%
		Poor		7%
	Overall feeling of safety in Ramsey	Excellent		26%
		Good		59%
Fair			13%	
Poor			3%	
Overall quality of natural environment in Ramsey	Excellent		26%	

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of natural environment in Ramsey	Good		55%
		Fair		16%
		Poor		2%
	Overall quality of parks and recreation opportunities	Excellent		26%
		Good		51%
		Fair		19%
		Poor		4%
	Overall health and wellness opportunities in Ramsey	Excellent		13%
		Good		52%
		Fair		28%
		Poor		7%
	Overall opportunities for education, culture and the arts	Excellent		5%
Good			33%	
Fair			44%	
Poor			18%	
Residents' connection and engagement with their community	Excellent		5%	
	Good		33%	
	Fair		47%	
	Poor		15%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Ramsey to someone who asks	Very likely		38%
		Somewhat likely		43%
		Somewhat unlikely		13%
		Very unlikely		6%
	Remain in Ramsey for the next five years	Very likely		58%
		Somewhat likely		24%
		Somewhat unlikely		10%
		Very unlikely		8%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		78%
		Somewhat safe		18%
		Neither safe nor unsafe		2%
		Somewhat unsafe		1%
	In Ramsey's downtown/commercial area during the day	Very safe		69%
		Somewhat safe		24%
		Neither safe nor unsafe		7%
		Somewhat unsafe		0%
	From property crime	Very safe		35%

































Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		47%
		Neither safe nor unsafe		10%
		Somewhat unsafe		8%
		Very unsafe		1%
	From violent crime	Very safe		66%
		Somewhat safe		26%
		Neither safe nor unsafe		6%
		Somewhat unsafe		2%
		Very unsafe		0%
	From fire, flood or other natural disaster	Very safe		62%
		Somewhat safe		29%
		Neither safe nor unsafe		9%
		Somewhat unsafe		0%
Very unsafe			0%	
Please rate the job you feel the Ramsey community does at each of the following.	Making all residents feel welcome	Excellent		16%
		Good		48%
		Fair		28%
		Poor		8%
	Attracting people from diverse backgrounds	Excellent		13%
		Good		45%
		Fair		29%
		Poor		13%
	Valuing/respecting residents from diverse backgrounds	Excellent		15%
		Good		46%
		Fair		25%
		Poor		15%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		14%
		Good		42%
		Fair		31%
		Poor		14%
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of business and service establishments in Ramsey	Excellent		7%
		Good		46%
		Fair		27%
		Poor		20%
	Variety of business and service establishments in Ramsey	Excellent		5%
		Good		26%

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Variety of business and service establishments in Ramsey	Fair		36%
		Poor		34%
	Vibrancy of downtown/commercial area	Excellent		2%
		Good		28%
		Fair		36%
		Poor		34%
	Employment opportunities	Excellent		1%
		Good		26%
		Fair		47%
		Poor		26%
	Shopping opportunities	Excellent		1%
		Good		13%
		Fair		31%
		Poor		55%
	Cost of living in Ramsey	Excellent		11%
		Good		35%
		Fair		41%
		Poor		13%
	Overall image or reputation of Ramsey	Excellent		10%
		Good		50%
		Fair		31%
		Poor		9%
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Traffic flow on major streets	Excellent		11%
		Good		48%
		Fair		29%
		Poor		12%
	Ease of public parking	Excellent		23%
		Good		59%
		Fair		17%
		Poor		2%
	Ease of travel by car in Ramsey	Excellent		28%
		Good		54%
		Fair		13%
		Poor		5%
Ease of travel by public transportation in Ramsey	Excellent		16%	
	Good		30%	

Please rate each of the following characteristics as they relate to Ramsey as a whole.




































Ease of travel by public transportation in Ramsey	Fair		26%
	Poor		28%
Ease of travel by bicycle in Ramsey	Excellent		21%
	Good		50%
	Fair		21%
	Poor		8%
Ease of walking in Ramsey	Excellent		25%
	Good		49%
	Fair		19%
	Poor		7%
Well-planned residential growth	Excellent		6%
	Good		41%
	Fair		33%
	Poor		21%
Well-planned commercial growth	Excellent		5%
	Good		28%
	Fair		35%
	Poor		31%
Well-designed neighborhoods	Excellent		5%
	Good		45%
	Fair		38%
	Poor		11%
Preservation of the historical or cultural character of the community	Excellent		6%
	Good		34%
	Fair		34%
	Poor		26%
Public places where people want to spend time	Excellent		9%
	Good		33%
	Fair		35%
	Poor		24%
Variety of housing options	Excellent		13%
	Good		51%
	Fair		29%
	Poor		7%
Availability of affordable quality housing	Excellent		13%
	Good		39%

Please rate each of the following characteristics as they relate to Ramsey as a whole.

Availability of affordable quality housing	Fair		37%
	Poor		11%
Overall quality of new development in Ramsey	Excellent		10%
	Good		47%
	Fair		26%
	Poor		18%
Overall appearance of Ramsey	Excellent		13%
	Good		49%
	Fair		32%
	Poor		6%
Cleanliness of Ramsey	Excellent		24%
	Good		57%
	Fair		17%
	Poor		2%
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		13%
	Good		41%
	Fair		29%
	Poor		16%
Air quality	Excellent		35%
	Good		54%
	Fair		9%
	Poor		1%
Availability of paths and walking trails	Excellent		36%
	Good		49%
	Fair		11%
	Poor		4%
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		19%
	Good		50%
	Fair		24%
	Poor		7%
Recreational opportunities	Excellent		12%
	Good		44%
	Fair		31%
	Poor		14%
Availability of affordable quality food	Excellent		11%
	Good		36%





































Please rate each of the following characteristics as they relate to Ramsey as a whole.

Availability of affordable quality food	Fair		30%
	Poor		23%
Availability of affordable quality health care	Excellent		17%
	Good		46%
	Fair		30%
	Poor		7%
Availability of preventive health services	Excellent		15%
	Good		48%
	Fair		28%
	Poor		9%
Availability of affordable quality mental health care	Excellent		12%
	Good		36%
	Fair		31%
	Poor		21%
Opportunities to attend cultural/arts/music activities	Excellent		10%
	Good		27%
	Fair		37%
	Poor		26%
Community support for the arts	Excellent		9%
	Good		29%
	Fair		33%
	Poor		29%
Availability of affordable quality childcare/preschool	Excellent		7%
	Good		43%
	Fair		33%
	Poor		18%
K-12 education	Excellent		18%
	Good		49%
	Fair		24%
	Poor		9%
Adult educational opportunities	Excellent		10%
	Good		36%
	Fair		34%
	Poor		20%
Sense of civic/community pride	Excellent		7%
	Good		43%



































Please rate each of the following characteristics as they relate to Ramsey as a whole.	Sense of civic/community pride	Fair		33%
		Poor		17%
	Neighborliness of residents in Ramsey	Excellent		12%
		Good		53%
		Fair		25%
		Poor		10%
	Opportunities to participate in social events and activities	Excellent		6%
		Good		40%
		Fair		38%
		Poor		17%
	Opportunities to attend special events and festivals	Excellent		11%
		Good		42%
		Fair		32%
		Poor		15%
	Opportunities to volunteer	Excellent		12%
		Good		40%
Fair			35%	
Poor			13%	
Opportunities to participate in community matters	Excellent		10%	
	Good		41%	
	Fair		34%	
	Poor		15%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		12%	
	Good		41%	
	Fair		30%	
	Poor		17%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Ramsey (in-person, phone, email or web) for help or information	No		49%
		Yes		51%
	Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	No		85%
		Yes		15%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	No		86%
		Yes		14%
	Watched (online or on television) a local public meeting	No		77%
		Yes		23%
	Volunteered your time to some group/activity in Ramsey	No		84%
		Yes		16%

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause or candidate	No	96%	
		Yes	10%	
	Voted in your most recent local election	No	13%	
		Yes	87%	
	Used bus, rail, subway or other public transportation instead of driving	No	81%	
		Yes	19%	
	Carpooled with other adults or children instead of driving alone	No	66%	
		Yes	34%	
	Walked or biked instead of driving	No	47%	
		Yes	53%	
	Please rate the quality of each of the following services in Ramsey.	Public information services	Excellent	10%
			Good	56%
Fair			27%	
Poor			6%	
Economic development		Excellent	5%	
		Good	41%	
		Fair	33%	
		Poor	21%	
Traffic enforcement		Excellent	14%	
		Good	56%	
		Fair	23%	
		Poor	7%	
Traffic signal timing		Excellent	8%	
		Good	46%	
		Fair	32%	
		Poor	14%	
Street repair	Excellent	3%		
	Good	26%		
	Fair	30%		
	Poor	40%		
Street cleaning	Excellent	11%		
	Good	45%		
	Fair	30%		
	Poor	13%		
Street lighting	Excellent	10%		
	Good	50%		





































Please rate the quality of each of the following services in Ramsey.



































Street lighting	Fair		25%
	Poor		15%
Snow removal	Excellent		19%
	Good		46%
	Fair		26%
	Poor		9%
Sidewalk maintenance	Excellent		11%
	Good		54%
	Fair		25%
	Poor		10%
Bus or transit services	Excellent		15%
	Good		34%
	Fair		30%
	Poor		22%
Land use, planning and zoning	Excellent		6%
	Good		32%
	Fair		34%
	Poor		29%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		13%
	Good		42%
	Fair		27%
	Poor		18%
Affordable high-speed internet access	Excellent		18%
	Good		36%
	Fair		22%
	Poor		23%
Garbage collection	Excellent		31%
	Good		55%
	Fair		12%
	Poor		2%
Drinking water	Excellent		13%
	Good		46%
	Fair		22%
	Poor		19%
Sewer services	Excellent		18%
	Good		58%



































Please rate the quality of each of the following services in Ramsey.

Sewer services	Fair		18%
	Poor		6%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		16%
	Good		57%
	Fair		19%
	Poor		8%
Power (electric and/or gas) utility	Excellent		26%
	Good		54%
	Fair		15%
	Poor		6%
Utility billing	Excellent		13%
	Good		60%
	Fair		17%
	Poor		10%
Police/Sheriff services	Excellent		32%
	Good		58%
	Fair		8%
	Poor		2%
Crime prevention	Excellent		20%
	Good		62%
	Fair		15%
	Poor		2%
Animal control	Excellent		14%
	Good		65%
	Fair		15%
	Poor		6%
Ambulance or emergency medical services	Excellent		25%
	Good		65%
	Fair		9%
	Poor		1%
Fire services	Excellent		37%
	Good		52%
	Fair		9%
	Poor		2%
Fire prevention and education	Excellent		24%
	Good		58%

Please rate the quality of each of the following services in Ramsey.

Fire prevention and education	Fair		16%
	Poor		2%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		14%
	Good		52%
	Fair		21%
	Poor		13%
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		16%
	Good		41%
	Fair		25%
	Poor		18%
Ramsey open space	Excellent		16%
	Good		46%
	Fair		28%
	Poor		10%
Recycling	Excellent		27%
	Good		54%
	Fair		16%
	Poor		4%
Yard waste pick-up	Excellent		28%
	Good		47%
	Fair		17%
	Poor		8%
City parks	Excellent		26%
	Good		52%
	Fair		18%
	Poor		4%
Recreation programs or classes	Excellent		12%
	Good		43%
	Fair		31%
	Poor		14%
Recreation centers or facilities	Excellent		9%
	Good		38%
	Fair		30%
	Poor		23%
Health services	Excellent		11%
	Good		60%

Please rate the quality of each of the following services in Ramsey.	Health services	Fair		23%
		Poor		6%
	Public library services	Excellent		25%
		Good		44%
Fair			16%	
Poor			14%	
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	Excellent		34%	
	Good		51%	
	Fair		13%	
	Poor		3%	
Please rate the following categories of Ramsey government performance.	The value of services for the taxes paid to Ramsey	Excellent		4%
		Good		38%
		Fair		40%
		Poor		17%
The overall direction that Ramsey is taking	Excellent		4%	
	Good		37%	
	Fair		36%	
	Poor		23%	
The job Ramsey government does at welcoming resident involvement	Excellent		8%	
	Good		39%	
	Fair		32%	
	Poor		22%	
Overall confidence in Ramsey government	Excellent		6%	
	Good		43%	
	Fair		31%	
	Poor		20%	
Generally acting in the best interest of the community	Excellent		7%	
	Good		46%	
	Fair		26%	
	Poor		22%	
Being honest	Excellent		13%	
	Good		45%	
	Fair		26%	
	Poor		16%	
Being open and transparent to the public	Excellent		9%	
	Good		46%	

Please rate the following categories of Ramsey government performance.	Being open and transparent to the public	Fair		23%
		Poor		22%
	Informing residents about issues facing the community	Excellent		13%
		Good		38%
Fair			29%	
Poor			20%	
Treating all residents fairly	Excellent		16%	
	Good		43%	
	Fair		30%	
	Poor		11%	
Treating residents with respect	Excellent		22%	
	Good		41%	
	Fair		29%	
	Poor		8%	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Ramsey	Excellent		11%
		Good		56%
		Fair		26%
		Poor		7%
	The Federal Government	Excellent		6%
		Good		36%
		Fair		38%
		Poor		20%
Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.	Overall economic health of Ramsey	Essential		40%
		Very important		48%
		Somewhat important		12%
		Not at all important		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey	Essential		26%
		Very important		42%
		Somewhat important		30%
		Not at all important		2%
	Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		26%
		Very important		41%
		Somewhat important		31%
		Not at all important		3%
	Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	Essential		34%
		Very important		47%

Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	Somewhat important		17%
		Not at all important		2%
Overall feeling of safety in Ramsey	Essential		53%	
	Very important		33%	
	Somewhat important		12%	
	Not at all important		3%	
Overall quality of natural environment in Ramsey	Essential		39%	
	Very important		41%	
	Somewhat important		17%	
	Not at all important		3%	
Overall quality of parks and recreation opportunities	Essential		32%	
	Very important		44%	
	Somewhat important		22%	
	Not at all important		1%	
Overall health and wellness opportunities in Ramsey	Essential		21%	
	Very important		45%	
	Somewhat important		28%	
	Not at all important		5%	
Overall opportunities for education, culture and the arts	Essential		22%	
	Very important		40%	
	Somewhat important		31%	
	Not at all important		8%	
Residents' connection and engagement with their community	Essential		18%	
	Very important		43%	
	Somewhat important		35%	
	Not at all important		4%	
To what extent are each of the following a source of information for you about Ramsey city government and its activities?	City newsletter (Ramsey Resident)	Major source		56%
		Moderate source		27%
		Minor source		11%
		Not a source		6%
Local newspaper	Major source		7%	
	Moderate source		23%	
	Minor source		26%	
	Not a source		44%	
City website (www.cityoframsey.com)	Major source		16%	
	Moderate source		34%	

To what extent are each of the following a source of information for you about Ramsey city government and its activities?	City website (www.cityoframsey.com)	Minor source		32%
		Not a source		18%
	Word-of-mouth	Major source		15%
		Moderate source		33%
		Minor source		34%
		Not a source		19%
	Cable television (QCTV)	Major source		4%
		Moderate source		10%
		Minor source		17%
		Not a source		69%
	City employees	Major source		3%
		Moderate source		14%
		Minor source		28%
		Not a source		54%
	Public meetings	Major source		4%
		Moderate source		17%
Minor source			24%	
Not a source			55%	
City social media (e.g., Facebook, Twitter, Instagram)	Major source		18%	
	Moderate source		27%	
	Minor source		22%	
	Not a source		32%	
Video conference attendance of City meetings (e.g., Zoom, Microsoft Teams, etc.)	Major source		3%	
	Moderate source		12%	
	Minor source		15%	
	Not a source		69%	
Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in a tax increase:	Making improvements to existing/established parks	Strongly support		43%
		Somewhat support		39%
		Somewhat oppose		12%
		Strongly oppose		6%
	Building new parks	Strongly support		31%
		Somewhat support		35%
		Somewhat oppose		22%
		Strongly oppose		13%
	Making improvements to existing trails	Strongly support		43%
		Somewhat support		39%

Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in a tax increase:	Making improvements to existing trails	Somewhat oppose		13%
		Strongly oppose		6%
	Building new trails	Strongly support		36%
		Somewhat support		36%
		Somewhat oppose		19%
		Strongly oppose		9%
	Building a new community center	Strongly support		29%
		Somewhat support		35%
Somewhat oppose			16%	
Strongly oppose			20%	
Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:	Balancing rural character and urban growth (development patterns)	Essential		34%
		Very important		36%
		Somewhat important		22%
		Not at all important		8%
	Creating an active community (parks, trails, open space, recreation)	Essential		31%
		Very important		37%
		Somewhat important		22%
		Not at all important		9%
	Creating a connected community (roads, trails, sidewalks, rail, transportation)	Essential		28%
		Very important		32%
		Somewhat important		32%
		Not at all important		8%
	Creating financial stability for the City (stable tax rates)	Essential		56%
		Very important		34%
		Somewhat important		9%
		Not at all important		1%
Providing quality public safety services (Police and Fire)	Essential		59%	
	Very important		34%	
	Somewhat important		6%	
	Not at all important		1%	
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		85%
		Once a day		8%
		A few times a week		5%
		Every few weeks		0%
		Less often or never		3%
	Access the internet from your cell phone	Several times a day		90%

In general, how many times do you:	Access the internet from your cell phone	Once a day	3%
		A few times a week	3%
		Every few weeks	1%
		Less often or never	3%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day	66%	
	Once a day	12%	
	A few times a week	6%	
	Every few weeks	2%	
	Less often or never	15%	
Use or check email	Several times a day	77%	
	Once a day	15%	
	A few times a week	5%	
	Every few weeks	1%	
	Less often or never	2%	
Share your opinions online	Several times a day	12%	
	Once a day	6%	
	A few times a week	16%	
	Every few weeks	14%	
	Less often or never	52%	
Shop online	Several times a day	17%	
	Once a day	12%	
	A few times a week	34%	
	Every few weeks	25%	
	Less often or never	13%	
Would you say that in general your health is:	Excellent	23%	
	Good	22%	
	Very good	52%	
	Fair	2%	
	Poor	1%	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive	5%	
	Somewhat positive	14%	
	Neutral	52%	
	Somewhat negative	26%	
	Very negative	3%	
How many years have you lived in Ramsey?	Less than 2 years	12%	
	2-5 years	25%	

How many years have you lived in Ramsey?	6-10 years		18%
	11-20 years		16%
	More than 20 years		29%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		5%
	\$500 to \$999		9%
	\$1,000 to \$1,499		23%
	\$1,500 to \$1,999		38%
	\$2,000 to \$2,499		13%
	\$2,500 to \$2,999		8%
	\$3,000 to \$3,499		2%
	\$3,500 or more		3%
Do any children 17 or under live in your household?	No		55%
	Yes		45%
Are you or any other members of your household aged 65 or older?	No		81%
	Yes		19%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		4%
	\$25,000 to \$49,999		8%
	\$50,000 to \$74,999		11%
	\$75,000 to \$99,999		22%
	\$100,000 to \$149,999		34%
	\$150,000 or more		21%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino		99%
	Yes, I consider myself to be Spanish, Hispanic or Latino		1%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1%
	Asian, Asian Indian or Pacific Islander		2%
	Black or African American		2%
	Other		3%
	White		96%

Full trends

This table contains the trends over time for the City of Ramsey. The combined 'percent positive' responses for each survey year are presented (e.g., 'excellent/good' or 'yes'). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2020 surveys is greater than seven percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2014	2016	2018	2020
Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to live	82%	87%	85%	85%
	Your neighborhood as a place to live	84%	87%	82%	88%
	Ramsey as a place to raise children	83%	87%	87%	90%
	Ramsey as a place to work	42%	49%	50%	44%
	Ramsey as a place to visit	35%	35%	39%	34%
	Ramsey as a place to retire	51%	48%	55%	59%
	The overall quality of life in Ramsey	72%	80%	81%	78%
	Sense of community	45%	51%	48%	50%
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall economic health of Ramsey	50%	51%	54%	59%
	Overall quality of the transportation system (auto, bicycle, foot, bu..	68%	69%	69%	61%
	Overall design or layout of Ramsey's residential and commercial ar..	56%	56%	58%	55%
	Overall quality of the utility infrastructure in Ramsey (water, sewe..				69%
	Overall feeling of safety in Ramsey	90%	90%	90%	84%
	Overall quality of natural environment in Ramsey	84%	81%	84%	81%
	Overall quality of parks and recreation opportunities				77%
	Overall health and wellness opportunities in Ramsey	66%	63%	59%	65%
	Overall opportunities for education, culture and the arts	54%	52%	53%	37%
	Residents' connection and engagement with their community				38%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Ramsey to someone who asks	82%	86%	84%	81%
	Remain in Ramsey for the next five years	85%	86%	86%	82%

Please rate how safe or unsafe you feel:	In your neighborhood during the day	94%	98%	97%	96%
	In Ramsey's downtown/commercial area during the day	94%	96%	96%	93%
	From property crime				81%
	From violent crime				91%
	From fire, flood or other natural disaster				91%
Please rate the job you feel the Ramsey community does at each of the following.	Making all residents feel welcome				64%
	Attracting people from diverse backgrounds				58%
	Valuing/respecting residents from diverse backgrounds				60%
	Taking care of vulnerable residents (elderly, disabled, homeless, et..				56%
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of business and service establishments in Ramsey	49%	43%	46%	53%
	Variety of business and service establishments in Ramsey				31%
	Vibrancy of downtown/commercial area	21%	20%	20%	29%
	Employment opportunities	27%	24%	31%	27%
	Shopping opportunities	23%	20%	20%	14%
	Cost of living in Ramsey	49%	49%	50%	45%
	Overall image or reputation of Ramsey	51%	56%	60%	60%
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Traffic flow on major streets	55%	56%	59%	59%
	Ease of public parking				82%
	Ease of travel by car in Ramsey	64%	67%	69%	82%
	Ease of travel by public transportation in Ramsey				46%
	Ease of travel by bicycle in Ramsey	66%	60%	62%	71%
	Ease of walking in Ramsey	70%	66%	67%	74%
	Well-planned residential growth				47%
	Well-planned commercial growth				33%
	Well-designed neighborhoods				50%
	Preservation of the historical or cultural character of the community				39%
	Public places where people want to spend time	50%	56%	51%	41%

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Variety of housing options	75%	73%	68%	64%
	Availability of affordable quality housing	69%	67%	64%	51%
	Overall quality of new development in Ramsey	48%	47%	42%	56%
	Overall appearance of Ramsey	77%	73%	68%	62%
	Cleanliness of Ramsey	82%	80%	74%	80%
	Water resources (beaches, lakes, ponds, riverways, etc.)				55%
	Air quality				90%
	Availability of paths and walking trails	75%	68%	69%	84%
	Fitness opportunities (including exercise classes and paths or trail..	60%	55%	64%	69%
	Recreational opportunities	53%	50%	50%	55%
	Availability of affordable quality food				46%
	Availability of affordable quality health care				63%
	Availability of preventive health services				62%
	Availability of affordable quality mental health care				47%
	Opportunities to attend cultural/arts/music activities	41%	37%	44%	37%
	Community support for the arts				38%
	Availability of affordable quality childcare/preschool	69%	56%	61%	49%
	K-12 education	75%	72%	71%	66%
	Adult educational opportunities	54%	46%	52%	45%
	Sense of civic/community pride				50%
Neighborliness of residents in Ramsey				65%	
Opportunities to participate in social events and activities				45%	
Opportunities to attend special events and festivals				53%	
Opportunities to volunteer	55%	46%	49%	52%	
Opportunities to participate in community matters	52%	47%	51%	51%	
Openness and acceptance of the community toward people of diver..				53%	
Please indicate whether or not you have done each of the following in	Contacted the City of Ramsey (in-person, phone, email or web) for ..	44%	40%	38%	50%

Please indicate whether or not you have done each of the following in the last 12 months.	Contacted Ramsey elected officials (in-person, phone, email or web..	11%	10%	11%	16%
	Attended a local public meeting (of local elected officials like City C..				15%
	Watched (online or on television) a local public meeting				24%
	Volunteered your time to some group/activity in Ramsey				16%
	Campaigned or advocated for a local issue, cause or candidate	11%	6%	8%	10%
	Voted in your most recent local election				87%
	Used bus, rail, subway or other public transportation instead of dri..				19%
	Carpooled with other adults or children instead of driving alone				35%
	Walked or biked instead of driving				53%
Please rate the quality of each of the following services in Ramsey.	Public information services	58%	57%	61%	66%
	Economic development	43%	41%	47%	46%
	Traffic enforcement	68%	76%	75%	70%
	Traffic signal timing	42%	46%	52%	54%
	Street repair	45%	40%	43%	29%
	Street cleaning	57%	60%	56%	56%
	Street lighting	55%	57%	59%	60%
	Snow removal	55%	62%	58%	65%
	Sidewalk maintenance	61%	65%	60%	65%
	Bus or transit services				49%
	Land use, planning and zoning	43%	37%	44%	37%
	Code enforcement (weeds, abandoned buildings, etc.)	40%	44%	50%	55%
	Affordable high-speed internet access				55%
	Garbage collection				85%
	Drinking water	72%	72%	76%	59%
	Sewer services	81%	78%	84%	76%
Storm water management (storm drainage, dams, levees, etc.)	73%	71%	75%	73%	
Power (electric and/or gas) utility				79%	

Please rate the quality of each of the following services in Ramsey.	Utility billing				73%
	Police/Sheriff services	86%	90%	91%	90%
	Crime prevention	80%	79%	84%	82%
	Animal control	60%	62%	61%	79%
	Ambulance or emergency medical services				89%
	Fire services	92%	93%	95%	89%
	Fire prevention and education	83%	81%	82%	82%
	Emergency preparedness (services that prepare the community for..				66%
	Preservation of natural areas (open space, farmlands and greenbel..	69%	57%	63%	56%
	Ramsey open space				61%
	Recycling				80%
	Yard waste pick-up				74%
	City parks	75%	77%	76%	78%
	Recreation programs or classes				54%
	Recreation centers or facilities	59%	53%	59%	47%
	Health services				71%
	Public library services				69%
	Overall customer service by Ramsey employees (police, receptionis..	79%	81%	81%	84%
	Please rate the following categories of Ramsey government performance.	The value of services for the taxes paid to Ramsey	44%	45%	45%
The overall direction that Ramsey is taking		48%	46%	49%	41%
The job Ramsey government does at welcoming resident involveme..		48%	48%	55%	46%
Overall confidence in Ramsey government		43%	45%	51%	48%
Generally acting in the best interest of the community		43%	48%	56%	53%
Being honest		47%	50%	60%	58%
Being open and transparent to the public					55%
Informing residents about issues facing the community					51%
Treating all residents fairly		52%	56%	58%	59%

categories of Ramsey government performance.	Treating residents with respect	63%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Ramsey	74% 73% 76% 67%
	The Federal Government	37% 45% 42%
Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.	Overall economic health of Ramsey	88% 87% 85% 88%
	Overall quality of the transportation system (auto, bicycle, foot, bu..	82% 80% 76% 67%
	Overall design or layout of Ramsey's residential and commercial ar..	73% 77% 75% 67%
	Overall quality of the utility infrastructure in Ramsey (water, sewe..	81%
	Overall feeling of safety in Ramsey	86% 89% 86% 86%
	Overall quality of natural environment in Ramsey	73% 82% 80% 80%
	Overall quality of parks and recreation opportunities	76%
	Overall health and wellness opportunities in Ramsey	61% 64% 62% 66%
	Overall opportunities for education, culture and the arts	64% 63% 61% 61%
	Residents' connection and engagement with their community	70% 71% 67% 61%
	In general, how many times do you:	Access the internet from your home using a computer, laptop or ta..
Access the internet from your cell phone		93%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.		78%
Use or check email		92%
Share your opinions online		18%
Shop online		29%
	Would you say that in general your health is:	71% 74% 98%
	What impact, if any, do you think the economy will have on your fa..	29% 29% 40% 19%

Dear Ramsey Resident,

It won't take much of your time to make a big difference! Your household has been randomly selected to participate in a survey about our community. You can go online and complete the survey at:

<https://bit.ly/xxplaceholderxx>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

You can also wait a few days for the survey to arrive in the mail.

Thank you for taking the time to improve your community!

Sincerely,



John LeTourneau
Mayor

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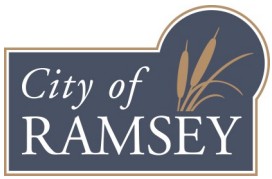
You can also wait a few days for the survey to arrive in the mail.

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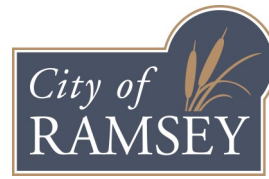


John LeTourneau
Mayor



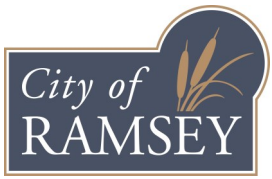
City of Ramsey
7550 Sunwood Drive NW
Ramsey, MN 55303

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



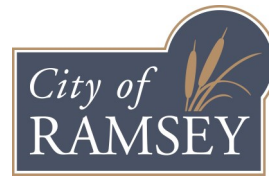
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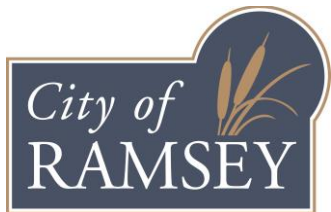
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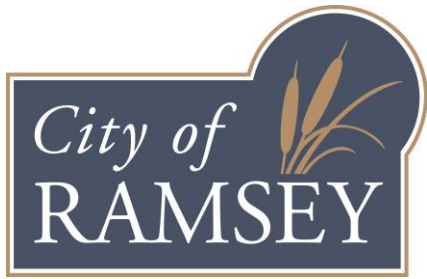
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7550 Sunwood Drive NW • Ramsey, MN 55303
City Hall: 763-427-1410 • Fax: 763-427-5543
www.cityoframsey.com

December 2020

Dear City of Ramsey Resident:

Please help us shape the future of Ramsey! You have been selected at random to participate in the 2020 Ramsey Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number being surveyed. Your feedback will help Ramsey make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://bit.ly/xxplaceholderxx>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

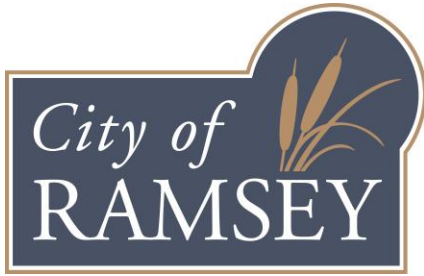
If you have any questions about the survey, please call 763-433-9845.

Thank you for taking the time to improve your community!

Sincerely,

John LeTourneau
Mayor

7550 Sunwood Drive NW • Ramsey, MN 55303
City Hall: 763-427-1410 • Fax: 763-427-5543
www.cityoframsey.com



December 2020

Dear City of Ramsey Resident:

Here's a second chance if you haven't already responded to the 2020 Ramsey Community Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Ramsey! You have been selected at random to participate in the 2020 Ramsey Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number being surveyed. Your feedback will help Ramsey make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

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If you have any questions about the survey, please call 763-433-9845.

Thank you for taking the time to improve your community!

Sincerely,

A handwritten signature in black ink, appearing to read "John LeTourneau". The signature is fluid and cursive, written over a white background.

John LeTourneau
Mayor

The City of Ramsey 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Ramsey.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Ramsey as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Ramsey as a place to raise children	1	2	3	4	5
Ramsey as a place to work.....	1	2	3	4	5
Ramsey as a place to visit.....	1	2	3	4	5
Ramsey as a place to retire	1	2	3	4	5
The overall quality of life in Ramsey	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Ramsey.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4	5
Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Ramsey	1	2	3	4	5
Overall quality of natural environment in Ramsey.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Ramsey	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Ramsey to someone who asks.....	1	2	3	4	5
Remain in Ramsey for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Ramsey's downtown/commercial area during the day.....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Ramsey community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Ramsey.....	1	2	3	4	5
Variety of business and service establishments in Ramsey	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Ramsey	1	2	3	4	5
Overall image or reputation of Ramsey.....	1	2	3	4	5

7. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Ramsey	1	2	3	4	5
Ease of travel by public transportation in Ramsey	1	2	3	4	5
Ease of travel by bicycle in Ramsey	1	2	3	4	5
Ease of walking in Ramsey.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Ramsey	1	2	3	4	5
Overall appearance of Ramsey.....	1	2	3	4	5
Cleanliness of Ramsey.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Ramsey	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Ramsey (in-person, phone, email or web) for help or information	1	2
Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Ramsey	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Ramsey 2020 Community Survey

9. Please rate the quality of each of the following services in Ramsey.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts).....	1	2	3	4	5
Ramsey open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Ramsey employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Ramsey government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Ramsey.....	1	2	3	4	5
The overall direction that Ramsey is taking.....	1	2	3	4	5
The job Ramsey government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Ramsey government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Ramsey.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Ramsey.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4
Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas).....	1	2	3	4
Overall feeling of safety in Ramsey.....	1	2	3	4
Overall quality of natural environment in Ramsey.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Ramsey.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

13. To what extent are each of the following a source of information for you about Ramsey city government and its activities?

	<u>Major source</u>	<u>Moderate source</u>	<u>Minor source</u>	<u>Not a source</u>
City newsletter (<i>Ramsey Resident</i>).....	1	2	3	4
Local newspaper.....	1	2	3	4
City website (www.cityoframsey.com).....	1	2	3	4
Word-of-mouth.....	1	2	3	4
Cable television (QCTV).....	1	2	3	4
City employees.....	1	2	3	4
Public meetings.....	1	2	3	4
City social media (e.g., Facebook, Twitter, Instagram).....	1	2	3	4
Video conference attendance of City meetings (e.g., Zoom, Microsoft Teams, etc.).....	1	2	3	4

14. Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in a tax increase:

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>
Making improvements to existing/established parks.....	1	2	3	4
Building new parks.....	1	2	3	4
Making improvements to existing trails.....	1	2	3	4
Building new trails.....	1	2	3	4
Building a new community center.....	1	2	3	4

15. Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Balancing rural character and urban growth (development patterns).....	1	2	3	4
Creating an active community (parks, trails, open space, recreation).....	1	2	3	4
Creating a connected community (roads, trails, sidewalks, rail, transportation).....	1	2	3	4
Creating financial stability for the City (stable tax rates).....	1	2	3	4
Providing quality public safety services (Police and Fire).....	1	2	3	4

The City of Ramsey 2020 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Ramsey?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

CC Special Work Session**Meeting Date:** 03/19/2024**Primary Strategic Plan Initiative:****Title:**

City Board and Commission Interviews

Purpose/Background:

As per the attached policy, the City conducts annual board and commission interviews every March for seats that are vacant and for terms that are set to expire on March 31, with new terms beginning on April 1.

The recruitment process includes the Economic Development Authority (EDA), the Environmental Policy Board (EPB), the Park and Recreation Commission and the Planning Commission. The boards and commissions openings were advertised in the Ramsey Resident, the City's official newspaper, on the Community Sign, on Facebook, on the City's board and commission website page, as a Spotlight on the City's website homepage and on QCTV. The City's website has links to the application packet posted year-round for residents to apply at their convenience.

New Applicants

Applicant application materials will be provided to the City Council at the meeting. There are two new applicants for one vacancy on the Environmental Policy Board. Both applicants will be interviewed in person this evening.

Incumbents (Odd Year Policy/Process -- Includes Interview/Feedback Session)

One incumbent is seeking reappointment to a third term on the Planning Commission. This individual will be interviewed remotely.

Incumbents (Even Year Policy/Process - *No Interview/Feedback Session Required)

One incumbent is seeking reappointment for the 2nd term on the E.D.A.; three are seeking reappointment to a second term on the E.P.B. and one is seeking reappointment to a second term on the Park and Recreation Commission.

Per Minnesota Statue 469.095 (attached), the Mayor appoints members to the Economic Development Authority with approval from the Council. The City Council will receive a separate packet with specific non-public applicant information at the beginning of the work session.

Timeframe:**Funding Source:**

N/A

Responsible Party(ies):

Colleen Lasher, Administrative Services Director

Outcome:

To select board and commission members, to be appointed / re-appointed at the March 26, 2024 regular City Council meeting, for terms beginning April 1, 2024.

Attachments

Board and Commission Recruitment Policy

Form Review

Inbox

Colleen Lasher

Brian Hagen

Form Started By: Kathy Schmitz

Final Approval Date: 03/14/2024

Reviewed By

Colleen Lasher

Kathy Schmitz

Date

03/14/2024 02:07 PM

03/14/2024 02:12 PM

Started On: 03/11/2024 09:37 AM

**POLICY FOR THE RECRUITMENT, APPLICATION,
AND INTERVIEW PROCESS OF APPOINTING CITY
BOARD AND COMMISSION MEMBERS AND CHAIR
MEMBER TERM ROTATIONS**

PURPOSE: The Mayor and City Council of the City of Ramsey have the authority to establish volunteer boards and commissions to advise them on matters affecting the City, as detailed in Chapter 2, Article V, Section 2-155 of the City Code. The purpose of this policy is to outline a process for the recruitment, application, and interview process of appointing City board and commission members, as well as to limit Chair terms to two terms in a row.

SCOPE: This policy applies to the following advisory commissions established by the City of Ramsey: Economic Development Authority, Environmental Policy Board, Park and Recreation Commission and the Planning Commission. This policy excludes the Charter Commission application process. For information on the Charter Commission please visit: [Charter Commission | Ramsey, MN](#)

PROCESS: The intent of this policy is to ensure that openings on City boards and commissions are publicized to the community at large, that applicants are evaluated objectively and treated fairly and courteously, and that members of boards and commissions are selected on the basis of their qualifications and suitability for the position.

INCUMBENTS

Incumbent reapplication process for odd number term reappointment requests

Incumbents seeking reappointment for the third, fifth, seventh, etc. term, the following policy applies: Annually, staff will notify commission members by December 1st reminding them of their upcoming term expiration and invite them to attend a voluntary interactive feedback session with the City Council to highlight information such as accomplishments, personal contributions to the commission, and ideas for improving the effectiveness of the board or commission. This will also be an opportunity for the City Council to ask additional questions of the incumbent.

The chair of each board or commission for which appointments are being considered will be invited to submit written comments to the City Council, making a recommendation regarding reappointment. If the chair is the incumbent, the vice-chair will be contacted; if both are incumbents, the most senior member of the board or commission will be contacted. The form for written comments will be provided by the city. The final decision regarding appointments will rest with the City Council.

Incumbent reapplication process for even number term reappointment requests

Incumbents seeking reappointment for the second, fourth, sixth, etc. term, the following policy applies: Annually, staff will notify commission members by December 1st reminding them of the upcoming term expiration. If the incumbent wishes to be reappointed, the incumbent will not be required to interview with the City Council and a brief letter of intent will not be required; however, the chair of each board or commission for which appointments are being considered will be invited to submit written comments to the City Council, making a recommendation regarding reappointment. If the chair is the incumbent, the vice-chair will be contacted; if both are incumbents, the most senior member of the board or commission will be contacted. The form for written comments will be provided by the city. The final decision regarding appointments will rest with the City Council.

The general policy for all incumbents will include the following process:

- Regardless of the incumbent reapplication status, all board and commissions will be advertised to the public. This is important in order to secure as many applicants as possible for unexpected or unforeseen mid-recruitment vacancies.
- In one collective process, concurrent with new applicants, the City Council will meet, discuss, and determine whether or not a reappointment will be made.
- If it is determined that the City Council does not wish to reappoint the incumbent, the incumbent will be notified. If it is determined that the incumbent will be reappointed, the incumbent will be notified.
- In the event that a commissioner does not wish to be reappointed, staff will offer them an opportunity to contact member(s) of the City Council to discuss any concerns that they may have.

NON-INCUMBENTS

New member application process

Annually, prior to the normal ending date of boards and commissions terms, staff will prepare a detailed notice for publication in the City's January/February newsletter and in the City's official newspaper, as required by the Charter. The notice will publicize that applications are being accepted for boards and commissions, including the Economic Development Authority, Environmental Policy Board, Park and Recreation Commission and Planning Commission. The notice will provide language stating that applications will be considered by the City Council for current openings and future vacancies occurring in the next annual recruitment cycle. The notice will provide an application closing date of the last Friday in February.

The application materials will remain open on the City's website year-round. When an application is received, staff will make contact with the applicant to confirm the receipt of the application and advise the applicant of what to expect going forward based on the current recruiting needs of the City.

Unexpected Vacancy Process

Periodically, when an unexpected vacancy on a board or commission occurs, the board or commission staff liaison will notify the head of human resources, who will take one of the following three actions:

- 1) Refer back to the most recent recruitment file in an effort to identify a viable candidate that has already successfully passed the interview process. If a candidate is identified and willing to serve on the given board or commission, the head of Human Resources will consult with the City Administrator and act according to the City Administrator's direction; if applicable, a resolution appointing the new member will be presented to the City Council.
- 2) Refer to new applicants' applications that have been received through the continuous posting period, but not yet interviewed by the City Council and schedule mid-year interviews for the current vacancy.
- 3) If options 1 and 2 above are not viable, staff will prepare a detailed notice of position availability for publication once in the City newsletter with an application deadline date of the last day of the month of the first month of the newsletter edition and in the City's official newspaper, as required by the Charter. The City Administrator will provide the head of human resources with direction as to if this step should occur or to wait until the

next annual recruitment process. Interviews

INTERVIEWS

- Staff will arrange interview times and notify applicants and the City Council of the arrangements.
- If there are more than five applicants per the total number of vacancies to be filled, the City Council will evaluate the applications and select five applicants to be interviewed.
- Interview questions will be determined before the interview based on qualifications identified as necessary, as well as to accurately identify each applicant's knowledge, skills, and abilities, and the benefits that the applicant, if appointed, may bring to the board or commission in the future.
- All applicants will be asked the same questions. Depending on responses, some follow-up questions will differ from candidate to candidate for purposes of clarification.
- The City Council will evaluate applicants by comparing responses to interview questions, information contained in the letter of interest/application, and potential contribution to the existing diversity of expertise, experience and geographic representation on the applicable board or commission.
- Interviews will not be televised but will be held in an open meeting.

SELECTION

- Recommendations from the City Council regarding appointments will be forwarded to the next regular meeting of the City Council for consideration.
- When vacancies occur on the EDA, the Mayor will make a recommendation for appointment to the City Council.
- Except where a vacancy unexpectedly occurs, creating a vacant seat mid-term, all new appointments or reappointments to regular terms on a City board or commission will be effective on April 1. This is to allow the current members of the City Council the opportunity to review and select individuals for seats on boards and commissions.
- Chair and Vice-chair selections are generally decided by each board or commission in April. The City Council desires to offer members the opportunity to grow their experience on the commission; therefore, following a maximum of two consecutive terms as Chair of the respective commission, a new Chair will be selected. The outgoing Chair may be appointed to the Vice-chair role.

NOTIFICATION TO APPLICANTS

After appointments have been approved, the staff will notify all applicants of the results of the process and take the necessary steps to on-board new members.

TERMS

Board and Commission members shall serve four-year terms, with the exception of members of the Economic Development Authority serving six-year terms. There will be no limit to the number of terms that can be served. Terms will expire annually on March 31. Incumbents will be allowed to continue to serve until a successor is appointed.

STIPENDS FOR MEMBERS OF CITY BOARDS AND COMMISSIONS

Effective July 1, 1996, members of all City boards and commissions are eligible for stipends to cover expenses for meetings actually attended. The amount of the stipends is established by City Council resolution and subject to change as deemed necessary by the City Council. Elected officials seated on a board or commission are not eligible for a stipend.

Stipends paid to members of City boards and commissions will be reported to the Internal Revenue Service as required by law.

SERVICE ON MORE THAN ONE CITY BOARD OR COMMISSION

Resolution 89-11-302 states that it is the policy of the Ramsey City Council “to avoid appointing individuals to more than one Board or Commission unless adequate representation cannot be accomplished or it is clearly in the best interest of the City of Ramsey to make such appointments to multiple Boards or Commission.”

REVISIONS

Adopted by the City Council August 13, 1996

Revised by the City Council August, 11, 1997

- Ordinance #97-10 amended City Code 2.03.02 changing terms of office for boards and commissions from two years to four years and establishing a limitation of two consecutive four-year terms, effective August 11, 1997.

Revised by the City Council December 11, 2001

Revised by the City Council December 17, 2002

- Evaluation panel defined as the three members of the Personnel Committee
- The two Board/Commission representatives will have 1.5 votes each

Revised by the City Council November 25, 2003

- New application/questionnaire to be reviewed and scored by evaluation panel. Top five scorers invited to interview.

Revised by the City Council December 9, 2003

- Incumbents who wish to apply for another term will submit a letter of interest which will be reviewed by the evaluation panel. The incumbent will be reappointed or the seat will be advertised.

Revised by the City Council March 14, 2006

- Each member of the evaluation panel will receive one vote in order to avoid a tie
- Term limits are abolished.
- Members of the evaluation panel will meet in person to discuss applications for reappointment, as they do with new applications

Revised by the City Council January 27, 2009

- Incumbents and new applicants will be considered in one collective recruitment, interview and selection process.
- Term expiration dates will be adjusted for current and future board and commission members to March 31
- Applicants will be interviewed by the full City Council (the evaluation panel) and the City Council will consult with the chair and vice chair of each board or commission regarding appointments, as deemed necessary; however, chairs and vice chairs will not vote on appointments
- If there are more than five applicants for a vacancy, the City Council will screen the applications and select five applicants to be interviewed

Revised by the City Council June 28, 2011

- Advertising for unexpected vacancies, if needed, will be advertised only once in the Ramsey Resident
- Interviewees will be invited to a short open house prior to interviews
- Interview questions will be revised to more accurately identify each applicant's knowledge, skills, and abilities based on the qualifications identified as necessary and the benefits that the applicant, if appointed, may bring to the board or commission in the future

Discussion by the City Council April, 2014 to make the following revisions:

- Omit "Incumbents seeking reappointment will be required to complete a City of Ramsey application for boards and commissions and will be considered in one collective recruitment, interview and selection process
- Omit inviting applicants to a short open house prior to interviews.
- Remove the term "evaluation panel" -- replacing it with the term "City Council."
- Remove "Reviewing applications -- After the application deadline has passed, the Human Resources Manager will forward all applications to the City Council for scoring. The Human Manager will total the scores and invite the top five scorers to interview."
- Omit several unnecessary headings / improved formatting.
- Omit the Charter Commission from the policy.

Revised by the City Council June 28, 2016

- Simplified the incumbent reapplication process
- Simplified the process to fill unexpected vacancies due to unforeseen resignations.
- Removed unnecessary Charter Commission language from the updated policy.

Revised by the City Council February 14, 2023

- Changed title of document to include Chair member term rotations.
- Clarify Charter Commission as a separate policy with link.
- Changes to the incumbent reappointment process including language regarding incumbents being considered in one concurrent process with new applicants.
- Language changes related to maintaining a continuous recruitment and processes for receipt of new applications.
- Added footer and format changes.

CC Special Work Session

Meeting Date: 03/19/2024

Primary Strategic Plan Initiative: Not Applicable

Title:

Strategic Planning Session

Purpose/Background:

On February 1, 2024 the City Council met with various staff members to conduct the first session of the 2024 Strategic Planning Sessions. From that evening, the group generally recognized areas the city is doing well in and areas the city could do better in. Further discussion included opportunities and impacts in the coming five years. Following the evening, staff reviewed the 2023 Strategic Plan for amendments to propose to the City Council. The existing plan includes action items that are in progress, and once complete, will improve the city. Many of the identified items are reoccurring or ongoing.

Discussion on action items the City Council would like to see added or adjusted will be held. Formal adoption is expected at the March 26th City Council meeting.

Timeframe:

Funding Source:

This is being handled under normal staff duties.

Responsible Party(ies):

Brian Hagen, City Administrator

Outcome:

Finalize the 2024 Strategic Plan in preparation for final adoption on March 26, 2024.

Attachments

2024 Strategic Plan DRAFT
02-01-24 Planning Session Discussion Points

Form Review

Inbox	Reviewed By	Date
Brian Hagen	Brian Hagen	03/13/2024 04:15 PM
Form Started By: Brian Hagen		Started On: 03/05/2024 08:55 AM
Final Approval Date: 03/13/2024		

2024 Strategic Plan

VALUES

- Ethics and Integrity
- Fiscal Responsibility
- Cooperation and Teamwork
- Open and Honest Communications
- Excellence and Quality in the Delivery of Service
- Serving People with Respect and Fairness
- Adaptability and Continuous Learning

VISION

Ramsey will be a secure, citizen-driven, collaborative community that respects the balance and connectivity between its unique suburban, rural, and natural environments.

MISSION

To work together to responsibly grow our community and to provide quality, cost-effective and efficient government services.

OBJECTIVES

- Citizen Focused Government
- Financial Stability
- A Balance of Rural Character and Suburban Growth
- An Active, Connected and Engaged Community
- An Effective and Efficient Organization
- High Quality Services

STRATEGIES

- Address infrastructure needs.
- Identify and implement operational efficiencies, cost savings and additional funding sources.
- Promote economic growth and development.
- Create a positive image for residential neighborhoods, business districts and key corridors.
- Improve the safety and mobility of transportation corridors.
- Connect the community through Parks, Trails and Recreational Programming.
- Strengthen and enhance our identity, brand and image.
- Enhance City's communication through transparency and accountability.
- Strive for high organizational morale and employee retention.

ACTION PLAN

Action	Timeframe	Resources	Key Outcomes and Indicators	Responsible Party
Strategy: Address infrastructure needs.				
1. Identify infrastructure maintenance needs	Ongoing	Budget Impact – High	<p>Identify needs in the Capital Improvement Plan to maintain or improve ratings quality</p> <ul style="list-style-type: none"> Adjust plan accordingly based on pavement conditions <p>A. Determine short term annual pavement maintenance needs</p> <ul style="list-style-type: none"> Pothole patching Spray patching Review cost/benefit of contracted services <p>Conduct necessary routine pavement maintenance</p> <ul style="list-style-type: none"> Crack sealing and pavement rejuvenator <p>B. Water, sanitary sewer and stormwater infrastructure</p> <ul style="list-style-type: none"> Conduct routine maintenance Inspect prior to major projects to determine need for replacement <p>C. Parks and Trails</p> <ul style="list-style-type: none"> Follow playground replacement policy Maintain and replace trail system Monitor Funding Sources 	<p>Streets, Parks & Engineering</p> <ul style="list-style-type: none"> Bruce Westby Mark Riverblood
Strategy: Identify and implement operational efficiencies, cost savings and additional funding sources.				
2. Analyze ground maintenance on City owned properties.	Ongoing	Budget Impact - Low	<p>Determine return on investment by changing turf improvements</p> <ul style="list-style-type: none"> Mowed turf grass with regular maintenance versus native plantings with minimal annual maintenance. <p>Significantly reduced time and expense of maintaining City turf.</p> <ul style="list-style-type: none"> Additional opportunities (2023-24) exist for removing more park acreage from unnecessary mowing. 	<p>Parks</p> <ul style="list-style-type: none"> Mark Riverblood

Action	Timeframe	Resources	Key Outcomes and Indicators	Responsible Party
3. Review and Solicit options for Future Happy Days COMPLETED	Q3 2023	Budget Impact – Low	Determine best use of funds of planning the event in house versus hiring a third-party event planning consultant. Identify additional funding opportunities to reduce general tax levy obligations.	Parks • Mark Riverblood
4. Review efficiency and effectiveness of advisory boards.	Q4 2023	Budget Impact – Low to Medium	Includes existing or potential new ones	Administration • Brian Hagen
5. Analyze operations.	Q1 2024 2025	Budget Impact – Medium to High, depending on use of third-party consultant.	Identifying and create strategy to: <ul style="list-style-type: none"> • Eliminate inefficiencies • Streamline processes and procedures for improved customer service and use of staff time • Find best pricing for equipment and materials • Organizational staffing growth needs 	Administration • Brian Hagen
Strategy: Promote economic growth and development.				
6. Continue Business Retention and Expansion efforts for retail and industrial.	Ongoing	Budget Impact - Low	Stable base of local employers, representing the largest opportunity for future growth of jobs and tax base. <ul style="list-style-type: none"> • Conduct business retention visits <ul style="list-style-type: none"> ○ 30 in person business visits in 2022 ○ 30 in person business visits in 2023 ○ many informal visits • Improve the quality and attendance at EDA events such as the Business Network, Business Appreciation Day, and the Business Expo. <ul style="list-style-type: none"> ○ Full registration at Business Appreciation Event (144 Golfers) ○ Increase Ramsey Business attendance at Biz Expo <ul style="list-style-type: none"> ▪ 2021 66% Ramsey Biz ▪ 2022 65% Ramsey Biz ▪ 2023 80% Ramsey Biz ○ Consistent or increased Business Network Meeting attendance <ul style="list-style-type: none"> ▪ 2022 127 registered ▪ 2023 119 registered ▪ 2024 134 registered • 5,000 square feet of new retail space per year on average. • 50,000 square feet of new industrial per year on average. 	Economic Dev. • Sean Sullivan • EDA

Action	Timeframe	Resources	Key Outcomes and Indicators	Responsible Party
7. Consider strategic infrastructure investments to prepare more shovel ready parcels.	Q4 2023 2024	Budget Impact - High	<p>West Armstrong Retail and Industrial Redevelopment Area.</p> <ul style="list-style-type: none"> Construct improvements in area West of Armstrong 2023. <p>COR – City owned parcels</p> <ul style="list-style-type: none"> Complete 2023 improvement projects <ul style="list-style-type: none"> Clear/grub trees on parcels 46 & 48 Excavate/construct Waterfront Stormwater Pond Place/compact fill on parcels 46 & 48 Design future roadways/utilities <ul style="list-style-type: none"> Center St., Zeolite St., West Ramsey Parkway <p><u>2024 Improvements</u></p> <ul style="list-style-type: none"> Determine funding feasibility Construct roadways designed in 2023 	<p>Engineering</p> <ul style="list-style-type: none"> Bruce Westby Joe Feriancek <p>Comm. Dev.</p> <ul style="list-style-type: none"> Stephanie Hanson Sean Sullivan <p>Finance</p> <ul style="list-style-type: none"> Diana Lund
8. Complete a Comprehensive City Code Audit and Update	Q4 2024	Budget Impact - Low	<p>Reduce redundant regulations and regulations that conflict with City's vision or otherwise detract from City's economic development goals.</p> <p>Continue to address code sections.</p> <ul style="list-style-type: none"> Zoning Code COR Framework Subdivision Regulation Sign Ordinance Nuisance Code 	<p>Comm. Dev.</p> <ul style="list-style-type: none"> Todd Larson Stephanie Hanson
9. Implement QR Codes	Q3 2023	Budget Impact – Low	Install QR Codes for information on what the development is.	<p>Comm. Dev.</p> <ul style="list-style-type: none"> Stephanie Hanson
Strategy: Create a positive image for residential neighborhoods, business districts and key corridors.				
10. Consider a Proactive Multifamily Property Management Program <u>Rental License Program</u>	Q4 2024	Budget Impact - Medium	<p>Ensure that multifamily rental properties maintain high quality and free of nuisance.</p> <p>Consider a<u>Implement</u> coalition of multifamily rental property managers to ensure property managers hold each other accountable and provide adequate long-term maintenance.</p> <p>Licensing inspection program implementation January 2024</p> <ul style="list-style-type: none"> Additional staff is necessary in Code Enforcement<u>Rental License Inspector begins April 2024</u> 	<p>Comm. Dev.</p> <ul style="list-style-type: none"> Craig Swalchick Stephanie Hanson

Action	Timeframe	Resources	Key Outcomes and Indicators	Responsible Party
<p>11. Create a Crime Free Multifamily Housing Program</p> <p>COMPLETED</p>	Q4 2023	Budget impact - Low	<p>Ensure that multifamily properties maintain high quality and free of nuisance.</p> <p>Consider a Crime Prevention Multifamily Program.</p> <p>Note: The Crime Free Multi-Family Housing Program is approved by the MN Crime Prevention Association.</p> <p>Nearby cities with CFMH programs</p> <p>https://www.coonrapidsmn.gov/262/Crime-Free-Multi-Housing</p> <p>https://www.anokaminnesota.com/278/Crime-Free-Multi-Housing-Program</p> <p>Program implementation January 2024.</p> <ul style="list-style-type: none"> Received Council support for allocating staff resources to a crime-free crime prevention-type program. Review of current and needed city ordinances in progress. PD will be allocating 1 officer full-time initially for coordination of this program. Staffing needs will be continually assessed. This program will work in concert with the rental licensing program and city ordinance adoption/creation. 	<p>Police</p> <ul style="list-style-type: none"> Jeff Katers
Strategy: Improve the safety and mobility of transportation corridors.				
12. Advance the Ramsey Gateway Plan.	Ongoing	Existing Staff/Resources Budget Impact = High RCP Report	<p>Project to commence in 2023 and conclude spring 2026.</p> <ul style="list-style-type: none"> City lead project to extend utilities in Riverdale Dr. summer 2023. Temporary pavement widening on Hwy 10 and paving of Riverdale Dr. fall 2023. Sunfish Lake Blvd. Interchange 2024 Ramsey Blvd. Interchange 2025. Final turf establishment and corrections spring 2026. 	<p>Engineering</p> <ul style="list-style-type: none"> Bruce Westby
13. Update Priority Street Light Program and Pedestrian Safety Plan.	Ongoing	Existing Staff/Resources Budget Impact = Medium	<p>Improved pedestrian and vehicle safety at critical intersections <u>and pedestrian crossings</u>.</p> <p>Improvements are identified and implemented during PMP projects, private developments, and in response to public requests.</p>	<p>Engineering</p> <ul style="list-style-type: none"> Bruce Westby Public Works Committee

Action	Timeframe	Resources	Key Outcomes and Indicators	Responsible Party
Strategy: Connect the community through Parks, Trails and Recreational Programming.				
14. Complete Parks Capital Improvements.	Ongoing	Budget Impact - Medium	Adequate parks, trails and public spaces, both future and existing. <ul style="list-style-type: none"> • Unique recreation destinations. • Implement the local park improvement plan. <ul style="list-style-type: none"> ○ Monitor funding availability <ul style="list-style-type: none"> ▪ Park Dedication Fees ▪ Grants 	Parks <ul style="list-style-type: none"> • Mark Riverblood • Park and Recreation Commission
15. Connected trail system	Q3 2023	Budget Impact – Low	Identify trail system deficiencies <ul style="list-style-type: none"> • Determine where gaps in the trail system can feasibly be connected to prevent users from having to use insufficient road shoulders. • Determine where trails dead end and prevent users from fully enjoying trails throughout natural areas. Identify funding plan to complete identified connections <ul style="list-style-type: none"> • Trail Fees from developments 	Parks <ul style="list-style-type: none"> • Mark Riverblood • Park and Recreation Commission • PWC
16. Provide community recreational programing	Ongoing	Budget Impact - Low	Increased awareness of recreational opportunities. <p>Maintain existing programing levels while reviewing the cost/benefit of the opportunities.</p>	Parks <ul style="list-style-type: none"> • Mark Riverblood • Park and Recreation Commission
17. Implement QR Codes	Q3 2023	Budget Impact – Low	Install QR Codes as a way finding measure or informational amenity for public use. <ul style="list-style-type: none"> • Trail System • Park History 	Parks <ul style="list-style-type: none"> • Mark Riverblood
Strategy: Strengthen and enhance our identity, brand and image.				
18. Secure Ramsey ZIP Code.	Ongoing	Budget Impact - Low	ZIP Code will identify itself as Ramsey. <p>Provide regular updates.</p> <ul style="list-style-type: none"> • USPS indicated the following: <p><i>“It is not necessary to provide population or economic growth. The data we use is based upon delivery points (number of addresses) vs population. We monitor specific data regarding the need for a new ZIP Code.” 2026 is when a formal request may be submitted again to the District Manager of the MN-ND District.</i></p> 	Administration <ul style="list-style-type: none"> • Brian Hagen

Action	Timeframe	Resources	Key Outcomes and Indicators	Responsible Party
19. Support and recognize community volunteers	Q3 2023	Budget Impact - Low	Better community ownership of community events and community cleanup efforts. <ul style="list-style-type: none"> • Create “Volunteer Recognition Award” to be presented at City Council meeting. • Invite outside groups to lead Pledge at Council meetings • Spotlight existing community cleanup efforts on social media 	Parks & Rec. <ul style="list-style-type: none"> • Mark Riverblood Administration <ul style="list-style-type: none"> • Brian Hagen

Strategy: Enhance City’s communication through transparency and accountability.

20. Proactive and time-relevant communication.	Ongoing	Budget Impact - Low	Explore new avenues to tell the story of Ramsey and market the community to prospective residents and businesses. Stay relevant by harnessing new technologies and social media platforms to evolve with the ever-changing media landscape. Informational communications report added to council work sessions. Meet with Council to discuss new initiatives.	Communications <ul style="list-style-type: none"> • Pat Johnson
21. Analyze City Policies	Ongoing	Budget Impact – Low	Review and update policies <ul style="list-style-type: none"> • Establish webpage for policies to viewed publicly <ul style="list-style-type: none"> ○ Not all policies are public facing (i.e. PD, Personnel, etc.) 	All Departments
22. Conduct Community Survey	Bi-Annually	Budget Impact – Medium	Establish baseline metric of community satisfaction Surveys were most recently completed in 2014, 2016, 2018, 2020	Administration <ul style="list-style-type: none"> • Brian Hagen
23. Identify and advertise a cost savings measure	Annually	Budget Impact – Low	Communicate to the public at least one cost saving measure implemented or approved during the year via Ramsey Resident	Administration <ul style="list-style-type: none"> • Brian Hagen

Strategy: Improve and sustain high organizational morale.

24. Establish Employee Events to strengthen relationships.	Ongoing	Budget Impact - Low	Improved organizational morale. <ul style="list-style-type: none"> • Annual Employee Recognition event to include Council and advisory board members • Ice cream social with the City Administrator • Wellness-related programs – staff resources permitting • Monthly birthday event during afternoon breaktime 	Human Res. <ul style="list-style-type: none"> • Colleen Lasher
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Action	Timeframe	Resources	Key Outcomes and Indicators	Responsible Party
25. Communication with employees about City business	Q3 2023	Budget Impact – Low	Reestablish internal staff update (previously Ramsey Communicator) <ul style="list-style-type: none"> Provide general updates about what the city is working on and approvals that City Council has made Optional sign-up per employees communication preference 	Administration <ul style="list-style-type: none"> Brian Hagen
26. Conduct Employee Survey	Bi-Annually Q1 2025	Budget Impact - Low	Establish baseline metric of existing organizational morale. <ul style="list-style-type: none"> Last survey completed Q1 2023 Survey questions/results reviewed by the Labor Management Committee. Survey results released to employees. Results will be analyzed prior to 2024 budget planning. 	Human Res. <ul style="list-style-type: none"> Colleen Lasher
27. Work place safety	Q2 2024	Budget Impact – Medium	Prepare conceptual physical safety improvements and budget estimate in necessary facilities. Review ergonomics of work stations	Bldg. Maintenance Administration Human Res. Safety Committee

Budget Impact Key; Low = Existing Staff/thousands of dollars; Medium = Additional Staff/Consultants/tens of thousands of dollars; High = capital improvement/hundreds of thousands of dollars.

RCP Report = Partnership with the University of Minnesota completed in 2018. This partnership created a library of resources and policy alternatives. A full list of completed reports can be found online at rcp.umn.edu/ramsey-projects.

PARKING LOT LIST/FUTURE PROJECTS

Action	Strategy
Improve background data provided in conjunction with establishing Rates and Charges, especially for Development Impact Fees. .	Identify and implement operational efficiencies, cost savings and additional funding sources.
Complete Organization Staffing Plan.	Improve and sustain high organizational morale.
Complete Streetscape Plan for Key Corridors.	Create a positive image for residential neighborhoods, business districts and key corridors.
Complete a Highway 47 Plan <i>(after current Bunker/47 intersection improvements)</i> <ul style="list-style-type: none"> MnDOT completed a TH 47 plan in 2022/2023 	Improve the safety and mobility of transportation corridors. <ul style="list-style-type: none"> The City continually partners with Anoka County and MnDOT to study and construct safety and mobility improvement projects including the Ramsey Gateway Highway 10 Improvements, CSAH 83/Alpine Drive Roundabout Improvements (2023), CSAH 5 Corridor Study (2022), CSAH 116 and TH 47 Intersection Improvements (2021), and TH 47 Safety Study (2020). The City further provides letters of support to other agencies when additional funding sources are being considered for major corridor improvements.
Consider Local Open Space Preservation Funding, if initiated by Ballot Referendum	Spotlight sustainability and efficiency through public facilities and infrastructure investments

The above are important topics but are not the highest priority of the Council and will only be worked on if not interfering with approved Action Items and as time/resources allow.

CULTURE

- Utilize the Strategic Plan to prioritize budget requests.
- Leverage additional funding sources.
- Seek grants to do high-priority projects.
- Seek public and private partnerships.
- Improve Park and Recreation revenue through user fees and sponsorships.
- Provide adequate public safety staffing based upon common metrics (i.e., calls for service, time of day caseload, land use and population, and citizen expectations).
- Continue Staff Recognition Programs.
- Increase awareness of various employee resources.
- Enhance Community Engagement in policy decision-making processes.
- Enhance customer service through process improvement.
- Strive to reflect the demographics of the community.

What's working well?

- Road Maintenance
 - Communication of projects
 - Increased funding
- Budget process
- FD/PD community outreach/events
- Ramsey Gateway Project
- IT Updates
 - Communication to public
 - Website improvements
- Organizational relationship (council, boards, staff)
- Playground replacement
- Community partnerships
- Quality staffing/employee recruitment
- Economic growth
- Customer service rating from past community surveys
- Internal & cross department process adjustments
- Addressing property nuisances
- Community Events
- Employee Morale (providing flexibility)
- Council & Boards preparedness
- City Facilities

What's not working well?

- Plan review software upgrade progress
 - No staff involvement yet
- Some outdated policies
- Delivery period for new vehicle purchases
- Large tax levy increases in recent years
- Future capital funding sources
- Routine maintenance of facilities, parks, trails
- Communication of prospective businesses to council
 - Some limitations exist as to when and what information becomes publicly shared
- Website navigation
- Follow through on direction provided on tabled council cases
- Effectiveness on work session discussions
 - Need more time for council discussion
 - Need to review smaller segments of large ordinance & policy reviews
 - Need better focus what council can change or specifically what staff is seeking direction on
- Community volunteers
 - Biggest need during happy days

What are we not doing that we should be doing?

- Eliminating gravel roads
- Developing known needed policies
- Implementing asset management system
- Communication of community volunteer opportunities
- Growing Happy Days
- Residential façade improvement program
- Historical preservation
- Major facility maintenance
- Business incentives for redevelopment projects
 - Consider fees owed to the City

What are we currently doing that we should not be doing?

- Focusing more on the long-term capital improvement projects instead of the short term during budget discussions
- Dedicating large amount of time on data requests

Opportunities in the next 1-5 years

- Completion of the Ramsey Gateway Project
- Redevelopment of RALF owned land along Highway 10
- Economic development
- Implement smart technologies
- COR development
- New Water Treatment Plant
- Establishing City identity
- Public Art
- Park and trail connections and additions
- 2050 comprehensive plan update
 - Begin in 2028

Impacts in the next 1-5 years

- Ramsey Gateway project
- T.H. 47 overlay
- New laws related to greenhouse emissions and vehicle miles traveled
 - Currently does not apply to city and county road projects
- Construction costs
- Labor market
- Management staff retirements
- Daycare property tax exemptions
- Vehicle delivery timeframe and increased costs
- Future commercial and residential growth
- Highway 10 updates in Elk River
- Mississippi river Crossing
- CSAH 5 round about projects

- Water Treatment Plant onboarding and temporary water quality
- Union Contracts renew in 2025
- Decrease to residential property tax capacity
- Increasing FD calls for service
 - Potential need for evening duty crew
 - Potential need for facility improvements due to evening duty crew
- Aging facilities
- Changing demographics
 - Language barriers
- 2050 comprehensive plan update
 - Begin in 2028